

Complaints Handling Quarterly Report

Academic Year 2022-23

Quarter 04: 01 May 2023 to 31 July 2023

Performance Indicators 2022-23 To Date

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		Qu1		Qu2		Qu3		Qu4	
Total number of complaints received & complaints received per 100 population			%		%		%		%
Number of complaints Received		14	-	7	-	10	-	6	-
College Population and Number of Complaints received per 100 population		8982	0.2	12511	0.05	17182	0.06	18188	0.03
Number of complaints closed at each stage and as a % of all complaints closed			%		%		%		
Number of complaints closed at Stage 1 and % of total closed		13	93	2	29	4	40	6	100
Number of complaints closed at Stage 2 and % of total closed		1	7	5	71	6	60	0	-
Number of complaints closed after Escalation and % of total closed		1	7	0	-	4	40	1	17
Open		0	-	0	-	0	-	0	-
Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage			%		%		%		
Stage 1									
Number and % of complaints upheld at Stage 1		5	39	0	-	0	-	1	17
Number and % of complaints partially upheld at Stage 1		1	7	1	50	3	75	1	17
Number and % of complaints not upheld at Stage 1		6	47	0	-	1	25	4	66
Number and % of complaints resolved at Stage 1		1	7	1	50	0	-	0	-
Stage 2									
Number and % of complaints upheld at Stage 2		1	100	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2		0	-	0	-	1	17	0	-
Number and % of complaints not upheld at Stage 2		0	-	5	100	5	83	0	-
Number and % of complaints resolved at Stage 2		0	-	0	-	0	-	0	-
Escalated									
Number and % of complaints upheld after Escalation		0	-	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation		1	100	0	-	4	100	1	100
Number and % of complaints partially upheld after Escalation		0	-	0	-	0	-	0	-

Performance Indicators 2022-23 To Date

Total working days and average time in working days to close complaints at each stage	Qu1		Qu2		Qu3		Qu4	
Total working days and average time in working days to close complaints at Stage 1	72	6	14	7	21	5	29	5
Total working days and average time in working days to close complaints at Stage 2	28	28	108	22	185	31	0	-
Total working days and average time in working days to close complaints after Escalation	17	17	0	-	62	16	10	10
Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)		%		%		%		
Number and % of Stage 1 complaints closed within 5 working days	8	62	1	50	3	75	5	83
Number and % of Stage 1 complaints not closed with 5 working days	5	38	1	50	1	25	1	17
Number and % of Stage 2 complaints closed within 20 working days	0	-	3	60	2	33	0	-
Number and % of Stage 2 complaints not closed within 20 working days	1	100	2	40	4	67	0	-
Number and % of Escalated complaints closed within 20 working days	1	100	0	-	1	25	1	100
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-	3	75	0	-
Number and % of complaints closed at each stage where extensions have been authorised		%		%		%		
Number and % of Stage 1 complaints closed within 10 working days (extension)	5	100	1	100	1	25	1	100
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100	1	50	2	33	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	1	50	4	67	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-	3	75	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	1	25	0	-

Performance Indicators Qu4 Comparison

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu4 AY 2022-23		Qu4 AY 2021-22		Qu4 AY 2020-21	
		%		%		%
Total number of complaints received & complaints received per 100 population		%		%		%
Number of complaints Received	6	-	10	-	5	-
College Population and Number of Complaints received per 100 population	18188	0.03	15851	0.06	12191	0.04
Number of complaints closed at each stage and as a % of all complaints closed		%		%		%
Number of complaints closed at Stage 1 and % of total closed	6	100	10	100	4	80
Number of complaints closed at Stage 2 and % of total closed	0	-	0	-	1	20
Number of complaints closed after Escalation and % of total closed	1	17	0	-	1	20
Open	0	-	0	-	0	-
Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage		%		%		%
Stage 1						
Number and % of complaints upheld at Stage 1	1	17	0	-	1	25
Number and % of complaints partially upheld at Stage 1	1	17	0	-	0	-
Number and % of complaints not upheld at Stage 1	4	66	0	-	3	75
Number and % of complaints resolved at Stage 1 (outcome used from AY 2021-22 onwards)	0	-	10	100		
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints not upheld at Stage 2	0	-	0	-	1	100
Number and % of complaints resolved at Stage 2 (outcome used from AY 2021-22 onwards)	0	-	0	-		
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	1	100	0	-	1	100
Number and % of complaints partially upheld after Escalation	0	-	0	-	0	-

Performance Indicators Qu4 Comparison

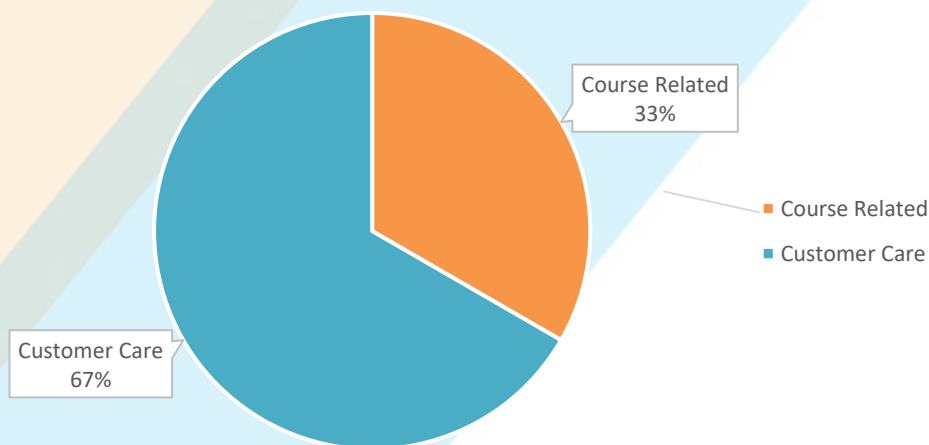
Total working days and average time in working days to close complaints at each stage	Qu4 AY 2022-23		Qu4 AY 2021-22		Qu4 AY 2020-21	
Total working days and average time in working days to close complaints at Stage 1	29	5	42	4	15	5
Total working days and average time in working days to close complaints at Stage 2	0	-	0	-	11	11
Total working days and average time in working days to close complaints after Escalation	10	10	0	-	8	8
Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days ; Escalated = 20 working days)		%		%		%
Number and % of Stage 1 complaints closed within 5 working days	5	83	10	100	3	75
Number and % of Stage 1 complaints not closed with 5 working days	1	17	0	-	1	25
Number and % of Stage 2 complaints closed within 20 working days	0	-	0	-	1	100
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-	0	-
Number and % of Escalated complaints closed within 20 working days	1	100	0	-	1	100
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-	0	-
Number and % of complaints closed at each stage where extensions have been authorised		%		%		%
Number and % of Stage 1 complaints closed within 10 working days (extension)	1	100	0	-	1	25
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	0	-	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-	1	100
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-

Complaints by Category Quarter 04

The chart shown on the right provides a breakdown of complaints received for the quarter by category.

Complaint Category	No. of Complaints Received
Course Related	2
Customer Care	4

Quarter 04 - Complaints by Category

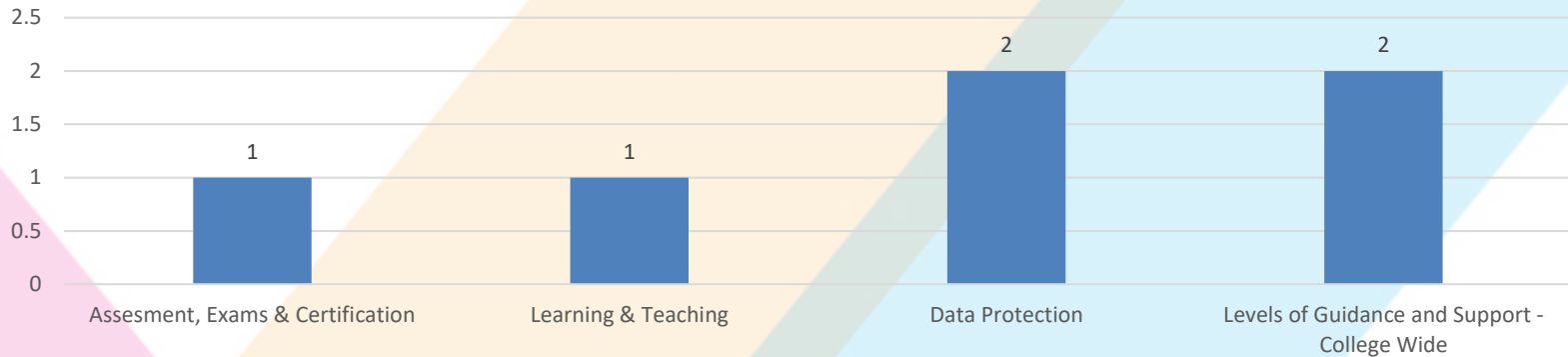


Previous Academic Years

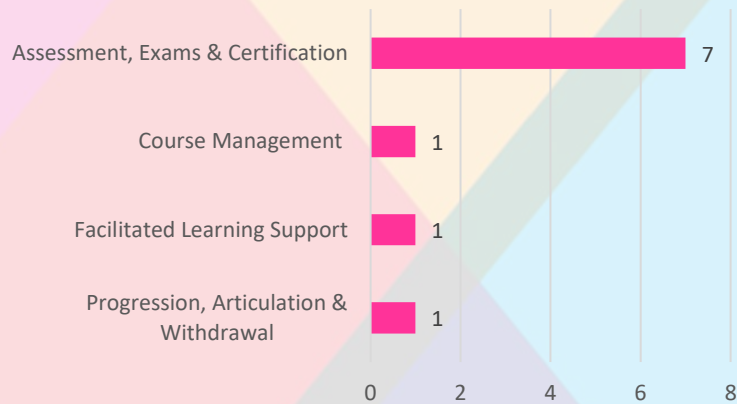
Qu4 - AY 2021-22 Category	No. of Complaints Received	Qu4 – AY 2020-21 Category	No. of Complaints Received
Application to Progression	1	Application to Progression	2
Course Related	9	Course Related	3

Complaints by Sub-Category

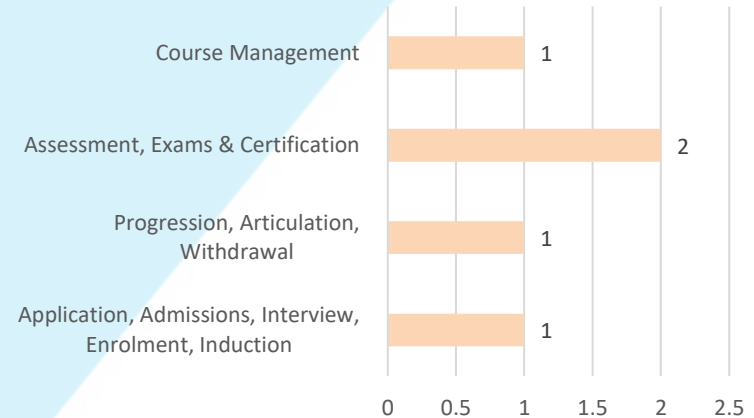
Quarter 04 - Complaints Received by Sub-Category



Academic Year 2021-22 (Quarter 04)
Complaints Received by Sub-Category



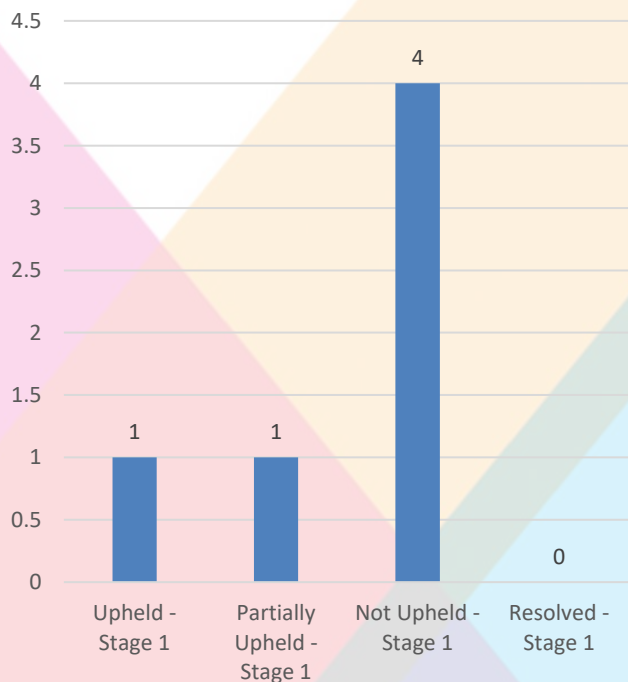
Academic Year 2020-21 (Quarter 04)
Complaints Received by Sub-Category



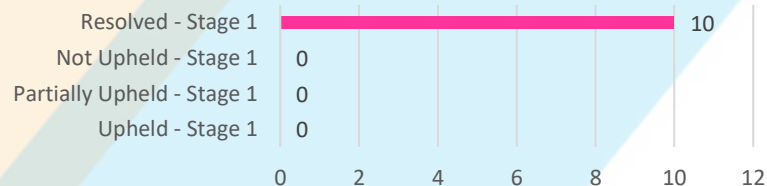
Complaint Outcomes

The charts below represent the outcome of complaints received by stage.

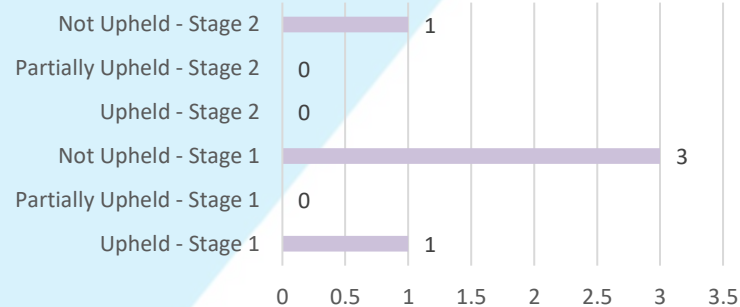
Academic Year 2022-23 Quarter 04



Academic Year 2021-22 - Quarter 04



Academic Year 2020-21 - Quarter 04



Identified Learning

From the complaints received this quarter, learning was identified as two complaints received within the customer care category were considered upheld and partially upheld.

The upheld complaint received was in relation to the actions of an external contractor. The Complaints Team liaised with the contractor, who investigated and confirmed that they would provide appropriate training for their staff. This response was welcomed by both the College and the complainant.

The complaint considered partially upheld related to two areas, data protection and customer care. The College takes its data protection responsibilities seriously and staff involved followed the College process in relation to this. It was the complainants view that staff could have been more sympathetic to the complainant's situation. An apology was issued to the complainant, and it was agreed that the service area managers would facilitate a workshop with staff to consider any process amendments.