

Complaints Handling Quarterly Report

Academic Year 2021-22

Quarter 02: 01 November 2021 to 31 January 2022

Performance Indicators

01 November 2021 to 31 January 2022

COMPLAINTS HANDLING PROCEDURE INDICATORS	Q1		Q2	
Total number of complaints received & complaints received per 100 population				
Number of complaints Received	15		9	
College Population and Number of Complaints received per 100 population	9454	0.2	12100	0.07
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	9	60%	4	44%
Number of complaints closed at Stage 2 and % of total closed	6	40%	5	56%
Number of complaints closed after Escalation and % of total closed	2	13%	0	0%
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	2	22%	0	0%
Number and % of complaints partially upheld at Stage 1	1	11%	0	0%
Number and % of complaints not upheld at Stage 1	4	45%	1	25%
Number and % of complaints resolved at Stage 1	2	22%	3	75%
Stage 2				
Number and % of complaints upheld at Stage 2	0	0%	0	0%
Number and % of complaints partially upheld at Stage 2	2	33%	0	0%
Number and % of complaints not upheld at Stage 2	0	0%	5	100%
Number and % of complaints resolved at Stage 2	4	67%	0	0%
Escalated				
Number and % of complaints upheld after Escalation	1	50%	0	0%
Number and % of complaints not upheld after Escalation	1	50%	0	0%

Performance Indicators

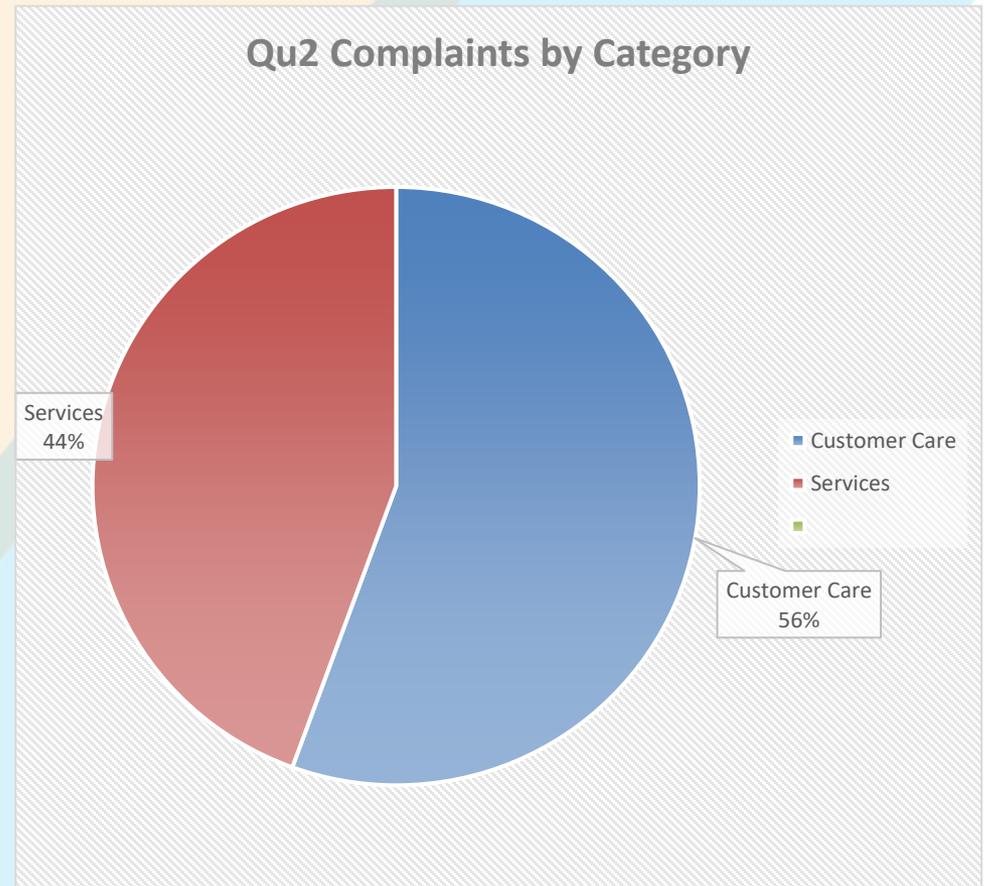
01 November 2021 to 31 January 2022

Total working days and average time in working days to close complaints at each stage	Q1		Q2	
Total working days and average time in working days to close complaints at Stage 1	46	5	16	4
Total working days and average time in working days to close complaints at Stage 2	82	14	105	21
Total working days and average time in working days to close complaints after Escalation	23	12	0	0
Number and % of complaints closed within set timecales				
(S1=5 working days; S2=20 working days ; Escalated = 20 working days)				
Number and % of Stage 1 complaints closed within 5 working days	7	78%	4	100%
Number and % of Stage 1 complaints not closed with 5 working days	2	22%	0	0%
Number and % of Stage 2 complaints closed within 20 working days	6	100%	4	80%
Number and % of Stage 2 complaints not closed within 20 working days	0	0%	1	20%
Number and % of Escalated complaints closed within 20 working days	2	100%	0	0%
Number and % of Escalated complaints not closed within 20 working days	0	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	50%	0	0%
Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	50%	0	0%
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0%	1	100%
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0%	0	0%
Number and % of Escalated complaints closed within 40 working days (extension)	0	0%	0	0%
Number and % of Escalated complaints not closed within 40 working days (extension)	0	0%	0	0%

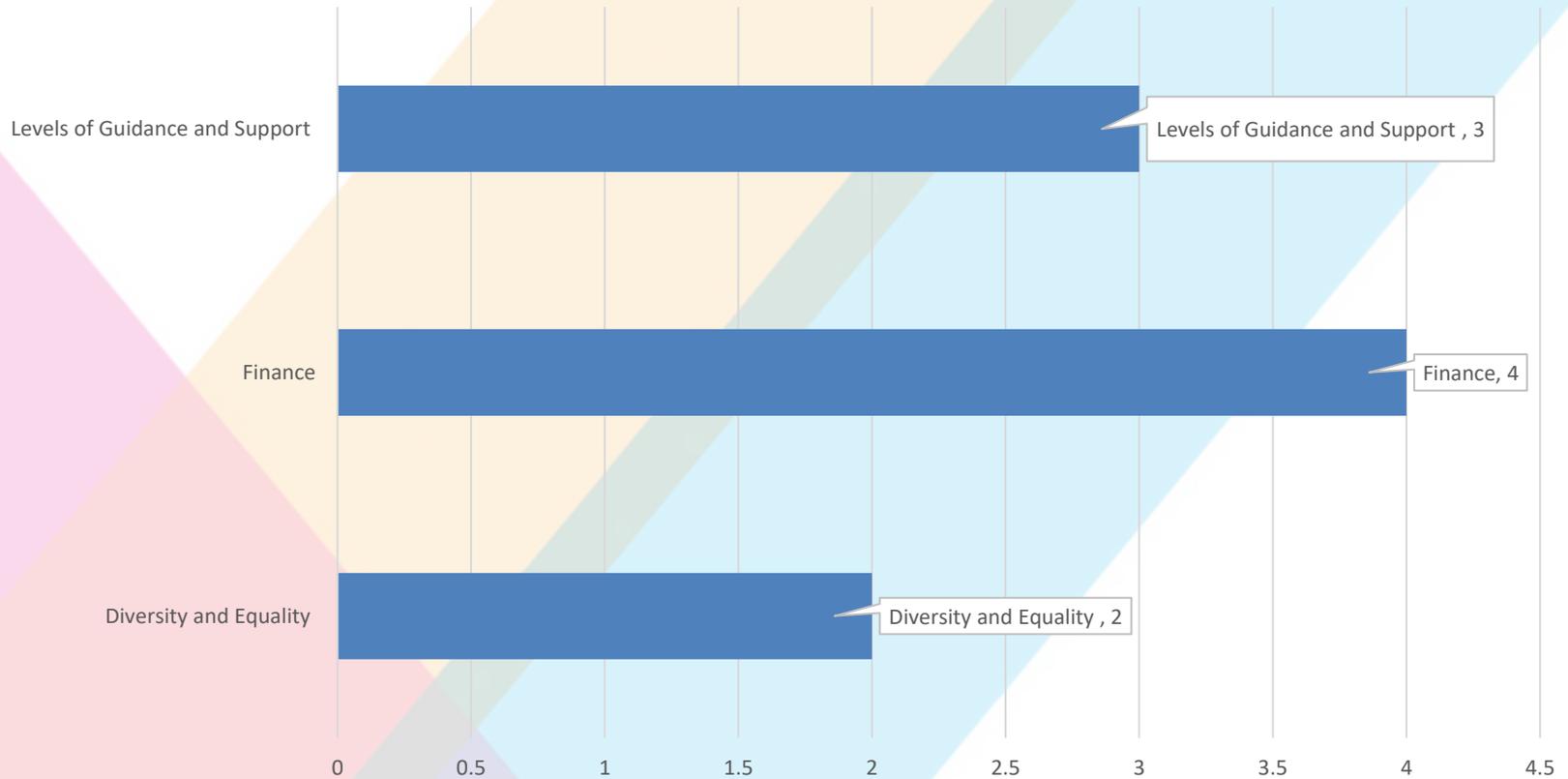
Complaints by Category Quarter 02

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

Complaints by Category	No. of Complaints
Customer Care	5
Services	4



Complaints Received by Sub Category



Complaint Outcomes

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

