

Complaints Handling Quarterly Report

Academic Year 2020-21

Quarter 03: Feb to Apr 2021

Performance Indicators

01 Feb 2020 to 30 Apr 2021

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1	
1.0	Total number of complaints received & complaints received per 100 population		%
1.1	Number of complaints Received	14	-
1.2/1a	College Population and Number of Complaints received per 100 population	12191	0.1
2.0	Number of complaints closed at each stage and as a % of all complaints closed		
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	5	36
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	9	64
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	7
2.4	Open	0	-
3.0	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage		
3.0	Stage 1		
3.1/3a	Number and % of complaints upheld at Stage 1	0	-
3.2/3b	Number and % of complaints partially upheld at Stage 1	2	40
3.3/3c	Number and % of complaints not upheld at Stage 1	3	60
3.0	Stage 2		
3.4/3d	Number and % of complaints upheld at Stage 2	1	11
3.5/3e	Number and % of complaints partially upheld at Stage 2	2	22
3.6/3f	Number and % of complaints not upheld at Stage 2	6	67
3.0	Escalated		
3.7/3g	Number and % of complaints upheld after Escalation	0	-
3.8/3h	Number and % of complaints partially upheld after Escalation	0	-
3.9/3i	Number and % of complaints not upheld after Escalation	1	100

Performance Indicators

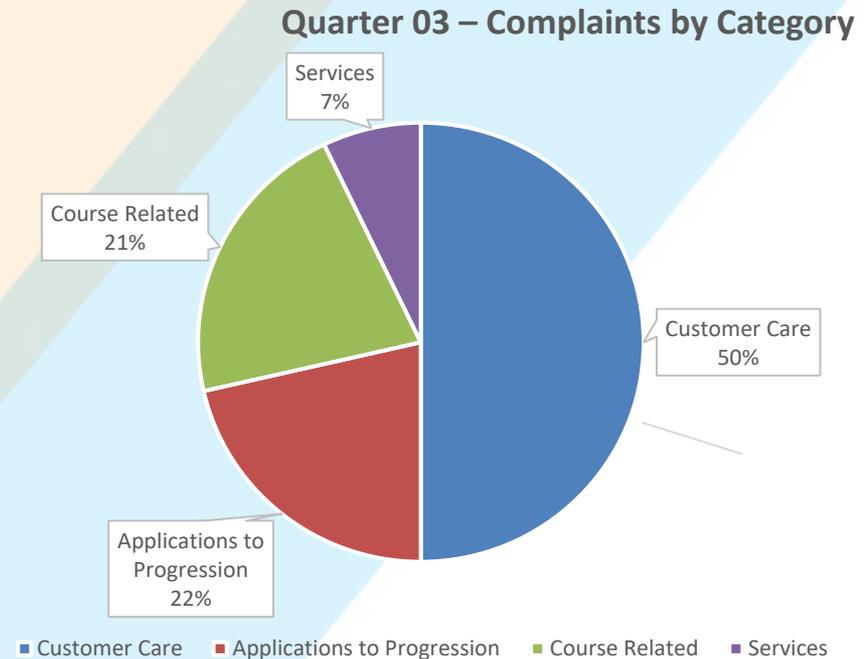
01 Feb 2020 to 30 Apr 2020

4.0	Total working days and average time in working days to close complaints at each stage		
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	19	4
4.2	Total working days and average time in working days to close complaints at Stage 2	129	14
4b	Total working days and average time in working days to close complaints after Escalation	10	10
5.0	Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)		%
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	5	100
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	0	-
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	8	89
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	11
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	100
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	-
6.0	Number and % of complaints closed at each stage where extensions have been authorised		%
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	0	-
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	11
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	-
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	-

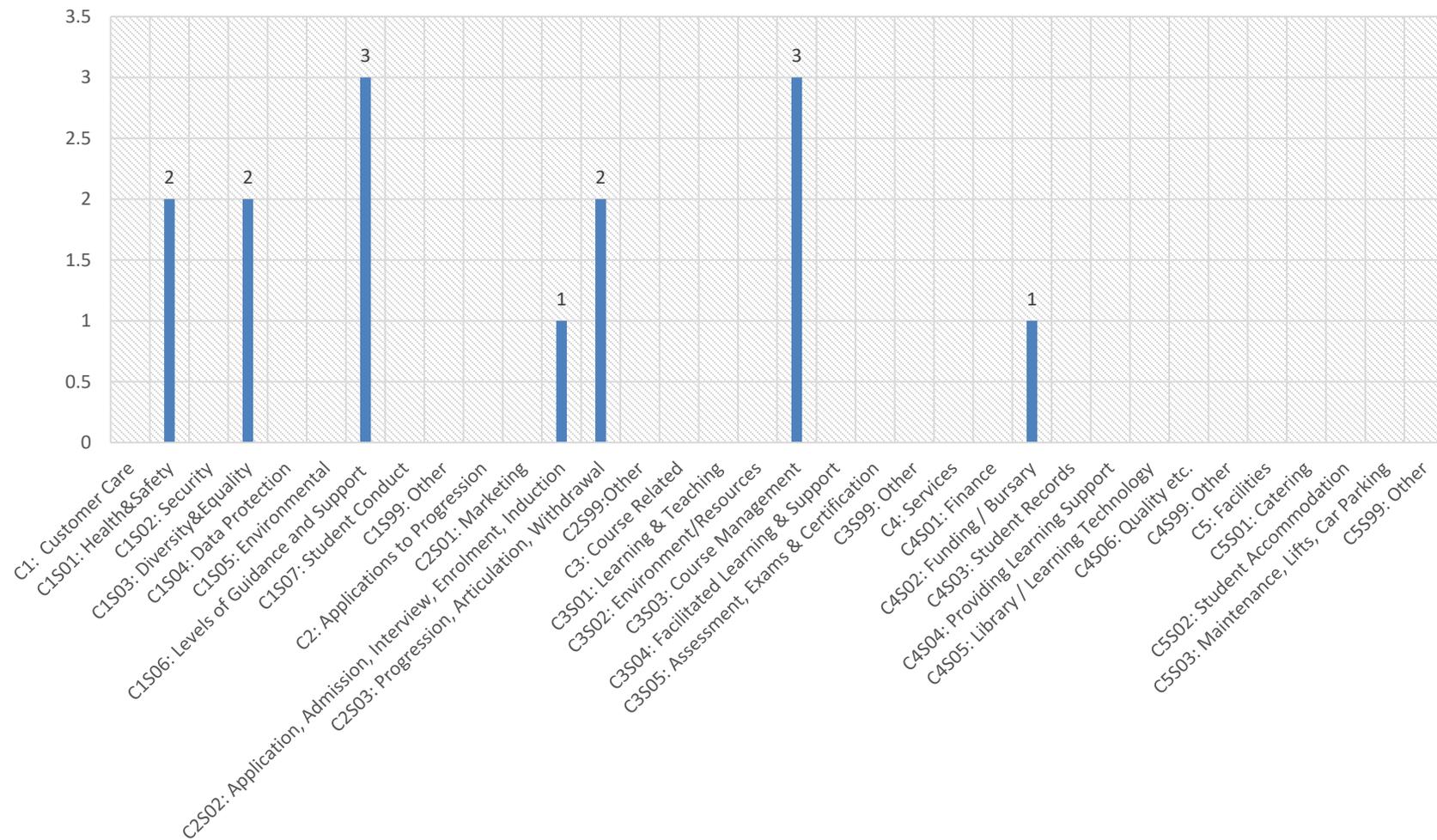
Complaints by Category Quarter 03

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

Complaint Category	No. of Complaints
Customer Care	7
Applications to Progression	3
Course Related	3
Services	1
Total	14



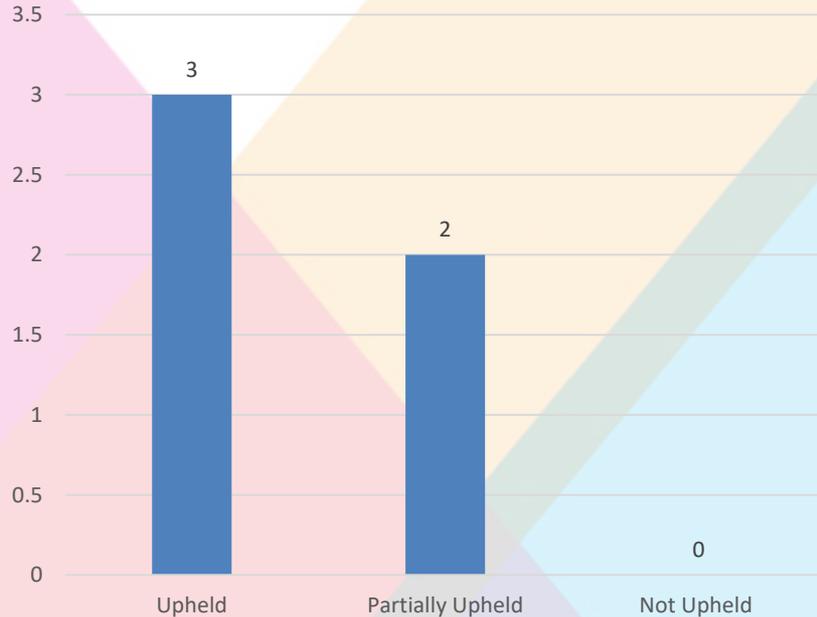
Complaints Received by Sub Category: February 2021 to April 2021



Complaint Outcomes

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

Complaints Outcome - Stage 1



Complaints Outcomes - Stage 2

