

NOWHERE  
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# Complaints Handling Quarterly Report

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**Academic Year 2025-26**

**Quarter 03: 01 February 2026 – 30 April 2026**

| COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS                                                                            |  | Qu1   |      | Qu2   |      | Qu3   |      |
|---------------------------------------------------------------------------------------------------------------------------------|--|-------|------|-------|------|-------|------|
|                                                                                                                                 |  |       | %    |       | %    |       | %    |
| <b>Total number of complaints received &amp; complaints received per 100 population</b>                                         |  |       |      |       |      |       |      |
| Number of complaints Received                                                                                                   |  | 8     |      | 8     |      | 15    |      |
| College Population and Number of Complaints received per 100 population                                                         |  | 10152 | 0.08 | 10113 | 0.07 | 14276 | 0.10 |
| <b>Number of complaints closed at each stage and as a % of all complaints closed</b>                                            |  |       |      |       |      |       |      |
| Number of complaints closed at Stage 1 and % of total closed                                                                    |  | 7     | 87.5 | 4     | 50   | 11    | 73   |
| Number of complaints closed at Stage 2 and % of total closed                                                                    |  | 0     | -    | 1     | 12.5 | 3     | 20   |
| Number of complaints closed after Escalation and % of total closed                                                              |  | 1     | 12.5 | 3     | 37.5 | 0     | -    |
| Open                                                                                                                            |  | 0     | -    | 0     | -    | 1     | 7    |
| <b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b> |  |       |      |       |      |       |      |
| <b>Stage 1</b>                                                                                                                  |  |       |      |       |      |       |      |
| Number and % of complaints upheld at Stage 1                                                                                    |  | 2     | 29   | 2     | 50   | 2     | 13   |
| Number and % of complaints partially upheld at Stage 1                                                                          |  | 0     | -    | 0     |      | 3     | 20   |
| Number and % of complaints not upheld at Stage 1                                                                                |  | 4     | 57   | 1     | 25   | 3     | 20   |
| Number and % of complaints resolved at Stage 1                                                                                  |  | 1     | 14   | 1     | 25   | 3     | 20   |
| <b>Stage 2</b>                                                                                                                  |  |       |      |       |      |       |      |
| Number and % of complaints upheld at Stage 2                                                                                    |  | 0     | -    | 0     | -    | 0     | -    |
| Number and % of complaints partially upheld at Stage 2                                                                          |  | 0     | -    | 0     | -    | 1     | 7    |
| Number and % of complaints not upheld at Stage 2                                                                                |  | 0     | -    | 1     | 100  | 2     | 13   |
| Number and % of complaints resolved at Stage 2                                                                                  |  | 0     | -    | 0     | -    | 0     | -    |
| <b>Escalated</b>                                                                                                                |  |       |      |       |      |       |      |
| Number and % of complaints upheld after Escalation                                                                              |  | 0     | -    | 0     | -    | 0     | -    |
| Number and % of complaints not upheld after Escalation                                                                          |  | 1     | 100  | 3     | 100  | 0     | -    |
| Number and % of complaints partially upheld after escalation                                                                    |  | 0     | -    | 0     | -    | 0     | -    |

# Performance Indicators 2025-26 to Date (contd)

|                                                                                                                                          | Qu1 |      | Qu2 |     | Qu3 |     |
|------------------------------------------------------------------------------------------------------------------------------------------|-----|------|-----|-----|-----|-----|
| <b>Total working days and average time in working days to close complaints at each stage2</b>                                            |     |      |     |     |     |     |
| Total working days and average time in working days to close complaints at Stage 1                                                       | 36  | 5    | 25  | 7   | 61  | 5.5 |
| Total working days and average time in working days to close complaints at Stage 2                                                       | 0   | -    | 35  | 35  | 99  | 33  |
| Total working days and average time in working days to close complaints after Escalation                                                 | 5   | 5    | 30  | 10  | 0   | -   |
| <b>Number and % of complaints closed within set timescales<br/>(S1=5 workings days; S2=20 working days; Escalated = 20 working days)</b> |     |      |     |     |     |     |
| Number and % of Stage 1 complaints closed within 5 working days                                                                          | 6   | 75   | 1   | 25  | 7   | 47  |
| Number and % of Stage 1 complaints not closed with 5 working days                                                                        | 1   | 12.5 | 3   | 75  | 4   | 27  |
| Number and % of Stage 2 complaints closed within 20 working days                                                                         | 0   | -    | 0   | -   | 2   | 13  |
| Number and % of Stage 2 complaints not closed within 20 working days                                                                     | 0   | -    | 1   | 100 | 2   | 13  |
| Number and % of Escalated complaints closed within 20 working days                                                                       | 1   | 12.5 | 3   | 100 | 0   | -   |
| Number and % of Escalated complaints not closed within 20 working days                                                                   | 0   | -    | 0   | -   | 0   | -   |
| <b>Number and % of complaints closed at each stage where extensions have been authorised</b>                                             |     |      |     |     |     |     |
| Number and % of Stage 1 complaints closed within 10 working days ( extension)                                                            | 1   | 100  | 3   | 75  | 4   | 100 |
| Number and % of Stage 1 complaints not closed within 10 working days ( extension)                                                        | 0   | -    | 1   | 25  | 0   | -   |
| Number and % of Stage 2 complaints closed within 40 working days ( extension)                                                            | 0   | -    | 1   | 100 | 3   | 75  |
| Number and % of Stage 2 complaints not closed within 40 working days ( extension)                                                        | 0   | -    | 0   | -   | 1   | 25  |
| Number and % of Escalated complaints closed within 40 working days ( extension)                                                          | 0   | -    | 0   | -   | 0   | -   |
| Number and % of Escalated complaints not closed within 40 working days ( extension)                                                      | 0   | -    | 0   | -   | 0   | -   |

# Performance Indicators Qu3 Comparison

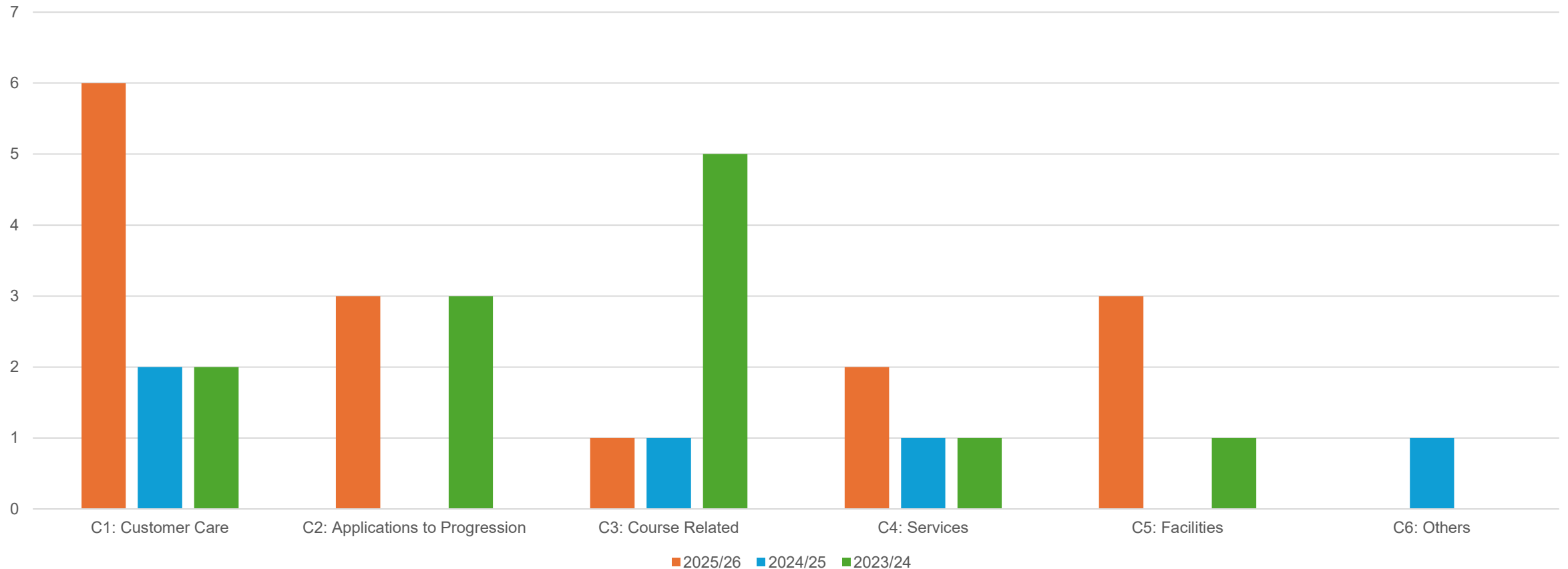
| COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS                                                                     | Qu3<br>AY 2025-26 |      | Qu3<br>AY 2024-25 |      | Qu3<br>AY 2023-24 |     |
|--------------------------------------------------------------------------------------------------------------------------|-------------------|------|-------------------|------|-------------------|-----|
| Total number of complaints received & complaints received per 100 population                                             |                   | %    |                   | %    |                   | %   |
| Number of complaints Received                                                                                            | 15                |      | 5                 | -    | 12                | -   |
| College Population and Number of Complaints received per 100 population                                                  | 14276             | 0.10 | 13983             | 0.04 | 11137             | 0.1 |
| 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                                                             | 11                | 73   | 2                 | 40   | 11                | 92  |
| Number of complaints closed at Stage 2 and % of total closed                                                             | 3                 | 20   | 3                 | 60   | 1                 | 8   |
| Number of complaints closed after Escalation and % of total closed                                                       | 0                 | -    | 1                 | 20   | 1                 | 8   |
| Open                                                                                                                     | 1                 | 7    | 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                 | 13   | 0                 | -    | 2                 | 18  |
| Number and % of complaints partially upheld at Stage 1                                                                   | 3                 | 20   | 1                 | 50   | 3                 | 27  |
| Number and % of complaints not upheld at Stage 1                                                                         | 3                 | 20   | 1                 | 50   | 6                 | 55  |
| 4Number and % of complaints resolved at Stage 1                                                                          | 3                 | 20   | 0                 | -    | 0                 | -   |
| Stage 2                                                                                                                  |                   |      |                   |      |                   |     |
| Number and % of complaints upheld at Stage 2                                                                             | 0                 | -    | 0                 | -    | 0                 | -   |
| Number and % of complaints partially upheld at Stage 2                                                                   | 1                 | 7    | 0                 | -    | 0                 | -   |
| Number and % of complaints not upheld at Stage 2                                                                         | 2                 | 13   | 2                 | 67   | 0                 | -   |
| Number and % of complaints resolved at Stage 2                                                                           | 0                 | -    | 1                 | 33   | 1                 | 100 |
| Escalated                                                                                                                |                   |      |                   |      |                   |     |
| Number and % of complaints upheld after Escalation                                                                       | 0                 | -    | 0                 | -    | 0                 | -   |
| Number and % of complaints not upheld after Escalation                                                                   | 0                 | -    | 0                 | -    | 1                 | 100 |
| Number and % of complaints partially upheld after escalation                                                             | 0                 | -    | 1                 | 100  | 0                 | -   |

# Performance Indicators Qu2 Comparison (contd)

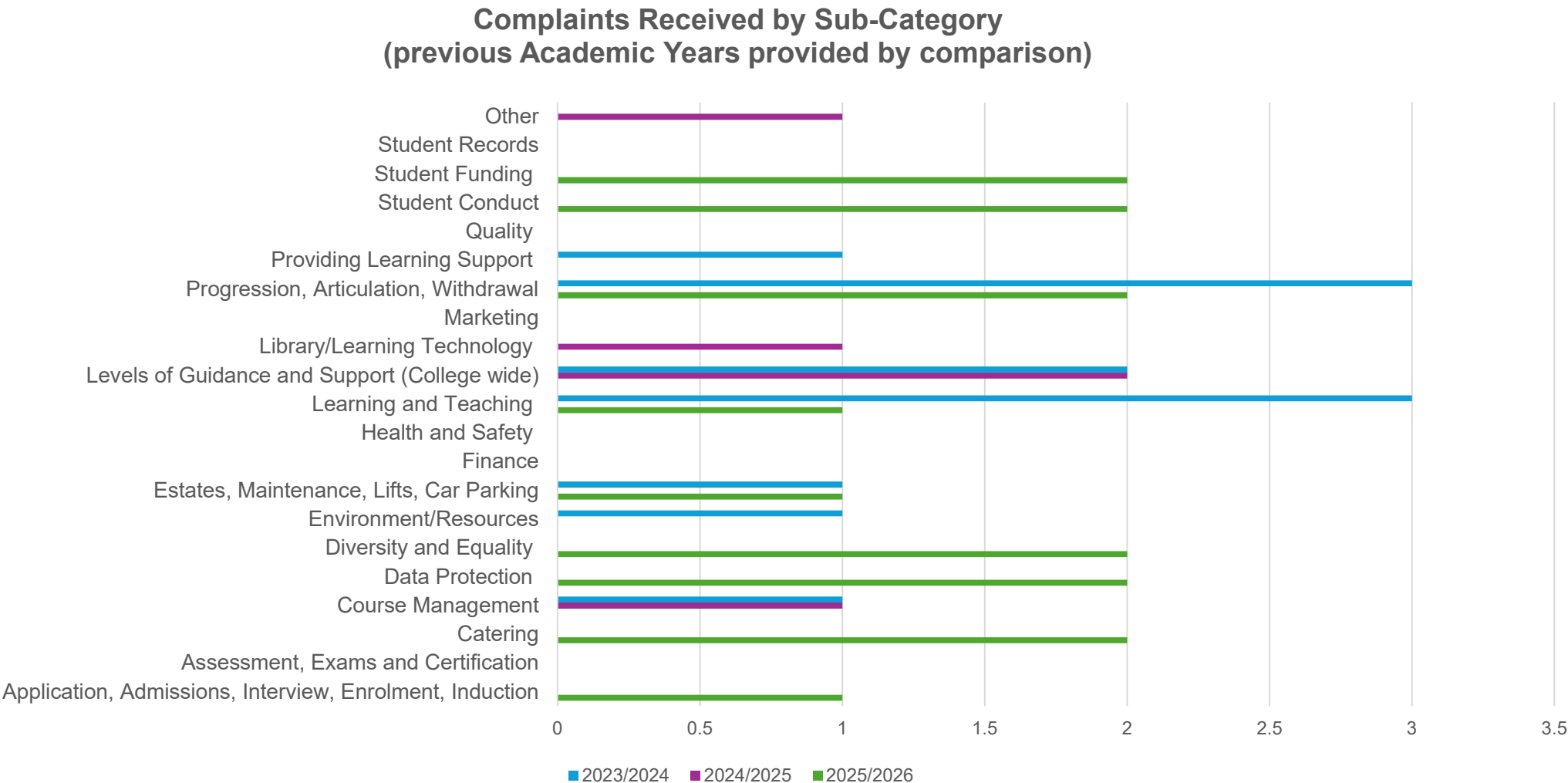
|                                                                                                                                       | Qu3<br>AY 2025-26 |     | Qu3<br>AY 2024-25 |     | Qu3<br>AY2023-24 |     |
|---------------------------------------------------------------------------------------------------------------------------------------|-------------------|-----|-------------------|-----|------------------|-----|
| <b>Total working days and average time in working days to close complaints at each stage</b>                                          |                   |     |                   |     |                  |     |
| Total working days and average time in working days to close complaints at Stage 1                                                    | 61                | 5.5 | 15                | 8   | 73               | 7   |
| Total working days and average time in working days to close complaints at Stage 2                                                    | 99                | 33  | 47                | 16  | 6                | 6   |
| Total working days and average time in working days to close complaints after Escalation                                              | 0                 | -   | 7                 | 7   | 4                | 4   |
| <b>Number and % of complaints closed within set timescales<br/>(S1=5 working days; S2=20 working days; Escalated=20 working days)</b> |                   |     |                   |     |                  | %   |
| Number and % of Stage 1 complaints closed within 5 working days                                                                       | 7                 | 47  | 1                 | 50  | 3                | 27  |
| Number and % of Stage 1 complaints not closed within 5 working days                                                                   | 4                 | 27  | 1                 | 50  | 8                | 73  |
| Number and % of Stage 2 complaints closed within 20 working days                                                                      | 2                 | 13  | 3                 | 100 | 1                | 100 |
| Number and % of Stage 2 complaints not closed within 20 working days                                                                  | 2                 | 13  | 0                 | -   | 0                | -   |
| Number and % of Escalated complaints closed within 20 working days                                                                    | 0                 | -   | 1                 | 100 | 1                | 100 |
| Number and % of Escalated complaints not closed within 20 working days                                                                | 0                 | -   | 0                 | -   | 0                | -   |
| <b>Number and % of complaints closed at each stage where extensions have been authorised</b>                                          |                   |     |                   |     |                  |     |
| Number and % of Stage 1 complaints closed within 10 working days (extension)                                                          | 4                 | 100 | 1                 | 100 | 7                | 88  |
| Number and % of Stage 1 complaints not closed within 10 working days (extension)                                                      | 0                 | -   | 0                 | -   | 1                | 12  |
| Number and % of Stage 2 complaints closed within 40 working days (extension)                                                          | 3                 | 75  | 0                 | -   | 0                | -   |
| Number and % of Stage 2 complaints not closed within 40 working days (extension)                                                      | 1                 | 25  | 0                 | -   | 0                | -   |
| Number and % of Escalated complaints closed within 40 working days (extension)                                                        | 0                 | -   | 0                 | -   | 0                | -   |
| Number and % of Escalated complaints not closed within 40 working days (extension)                                                    | 0                 | -   | 0                 | -   | 0                | -   |

# Complaints Received by Category

Quarter 03 - Categories of Complaint Received  
(previous Academic Years provided for comparison)

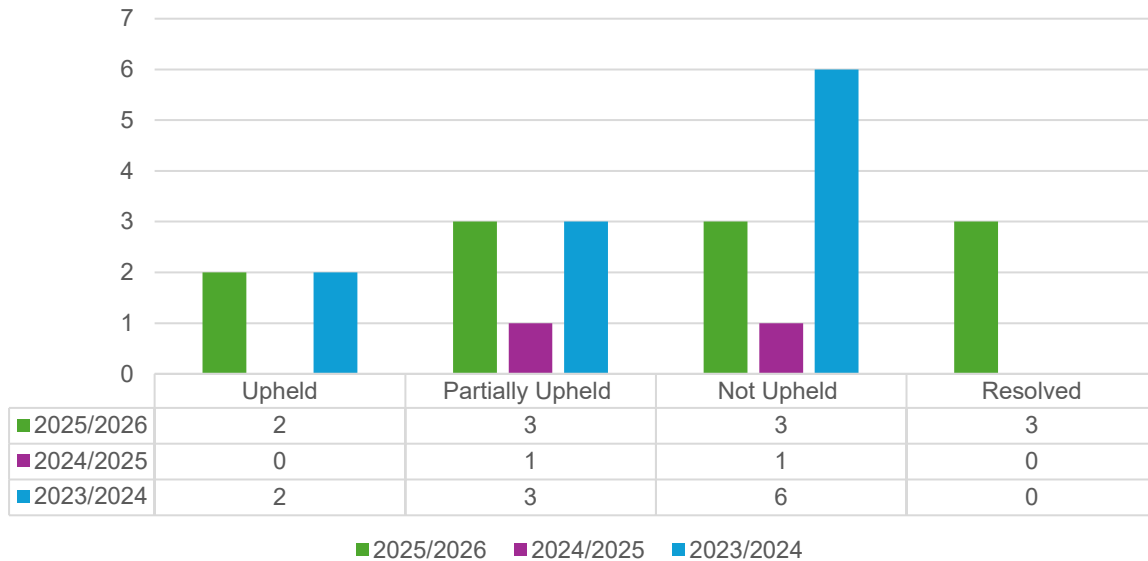


# Complaints Received by Sub-Category

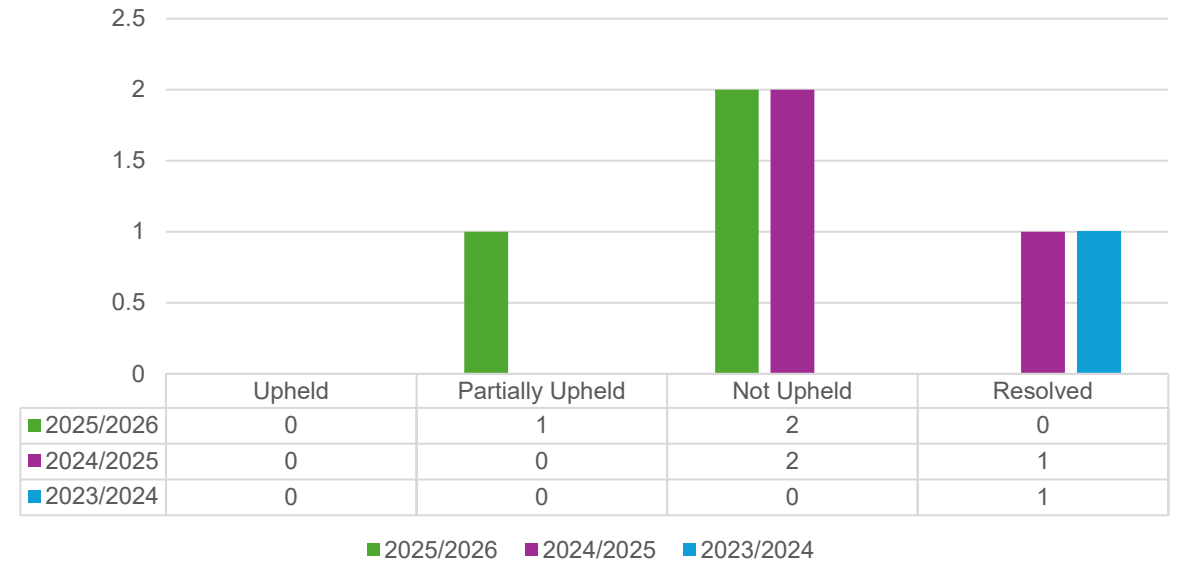




Complaint Outcomes - Stage 1  
(previous Academic Years provided for comparison)



Complaint Outcomes - Stage 2  
(previous Academic Years provided for comparison)





| Complaint                                                                                                                                                                                                             | Lesson Learned/Actions Identified                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Category C1: Customer Care</b>                                                                                                                                                                                     |                                                                                                                                                                                                                                                   |
| Data Protection - PII data breach inc. student details exposed during and after an online class - details were also circulated via transcript circulated by the tutor to the students following the end of the class. | Faculty acknowledged that this was a failure. Mitigating actions were implemented to ensure event could not reoccur inc. debrief with the tutor; training; discussion with students re the incident. Complainant(s) satisfied with actions taken. |