

Complaints Handling Quarterly Report

Academic Year 2020-21

Quarter 04: May to July 2021

Performance Indicators

01 May 2021 to 31 July 2021

| COMPLAINTS HANDLING PROCEDURE INDICATORS | | Q1 | |
|--|---|-------|----------|
| 1.0 | Total number of complaints received & complaints received per 100 population | | % |
| 1.1 | Number of complaints Received | 5 | - |
| 1.2/1a | College Population and Number of Complaints received per 100 population | 12191 | 0.04 |
| 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 | 4 | 80 |
| 2.2/2b | Number of complaints closed at Stage 2 and % of total closed | 1 | 20 |
| 2.3/2c | Number of complaints closed after Escalation and % of total closed | 1 | 20 |
| 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 | 1 | 25 |
| 3.2/3b | Number and % of complaints partially upheld at Stage 1 | 0 | - |
| 3.3/3c | Number and % of complaints not upheld at Stage 1 | 3 | 75 |
| 3.0 | Stage 2 | | |
| 3.4/3d | Number and % of complaints upheld at Stage 2 | 0 | - |
| 3.5/3e | Number and % of complaints partially upheld at Stage 2 | 0 | - |
| 3.6/3f | Number and % of complaints not upheld at Stage 2 | 1 | 100 |
| 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 | 0 | |

Performance Indicators

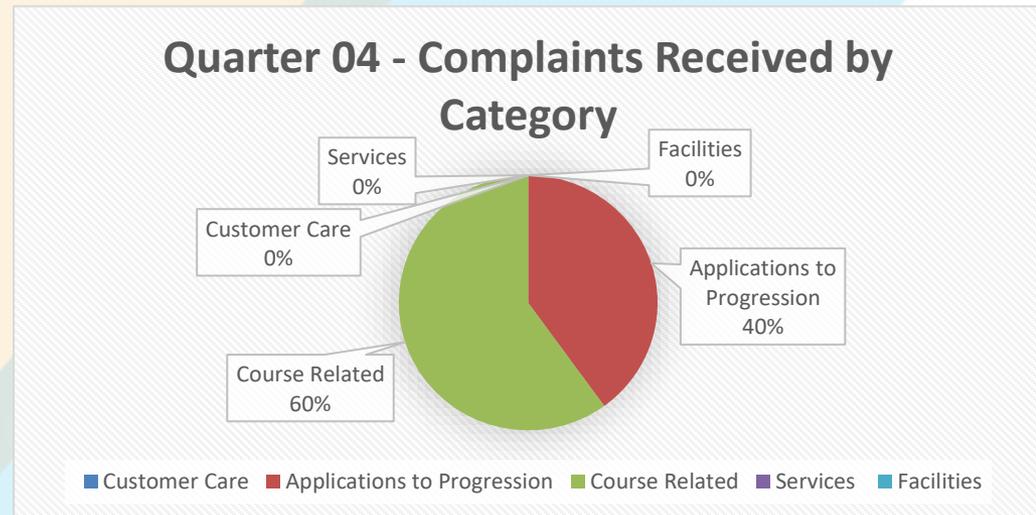
01 May 2021 to 31 July 2021

| 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 | 15 | 5 |
| 4.2 | Total working days and average time in working days to close complaints at Stage 2 | 11 | 11 |
| 4b | Total working days and average time in working days to close complaints after Escalation | 8 | 8 |
| 5.0 | Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days; Escalated = 20 working days) | | % |
| 5.1/5a | Number and % of Stage 1 complaints closed within 5 working days | 3 | 75 |
| 5.2/5b | Number and % of Stage 1 complaints not closed with 5 working days | 1 | 25 |
| 5.3/5c | Number and % of Stage 2 complaints closed within 20 working days | 1 | 100 |
| 5.4/5d | Number and % of Stage 2 complaints not closed within 20 working days | 0 | - |
| 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) | 1 | 25 |
| 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) | 0 | |
| 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) | 1 | 100 |
| 6.6/6f | Number and % of Escalated complaints not closed within 40 working days (extension) | 0 | |

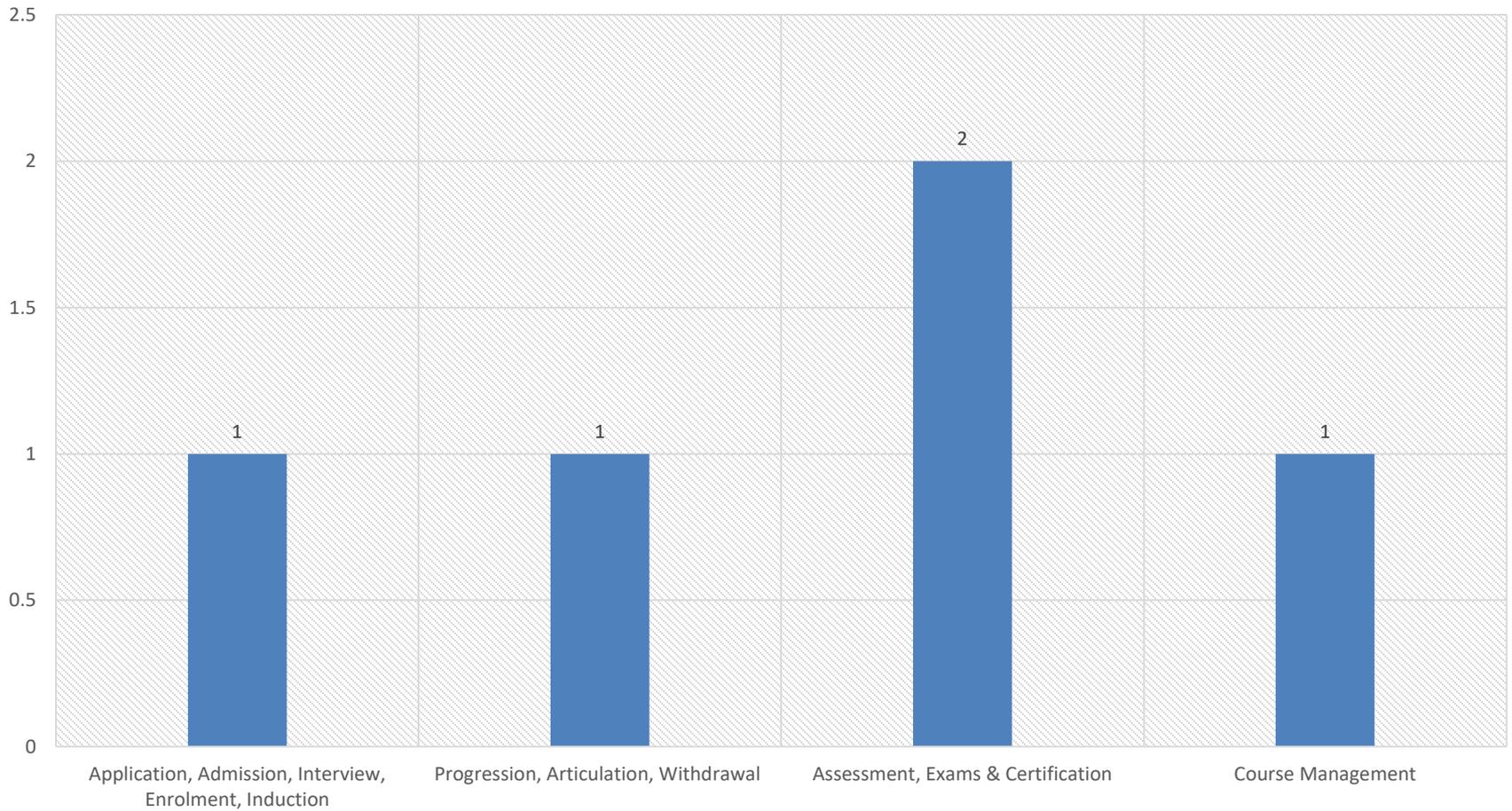
Complaints by Category Quarter 04

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

| Complaint Category | No. of Complaints |
|-----------------------------|-------------------|
| Customer Care | 0 |
| Applications to Progression | 2 |
| Course Related | 3 |
| Services | 0 |
| Facilities | 0 |
| Total | 5 |



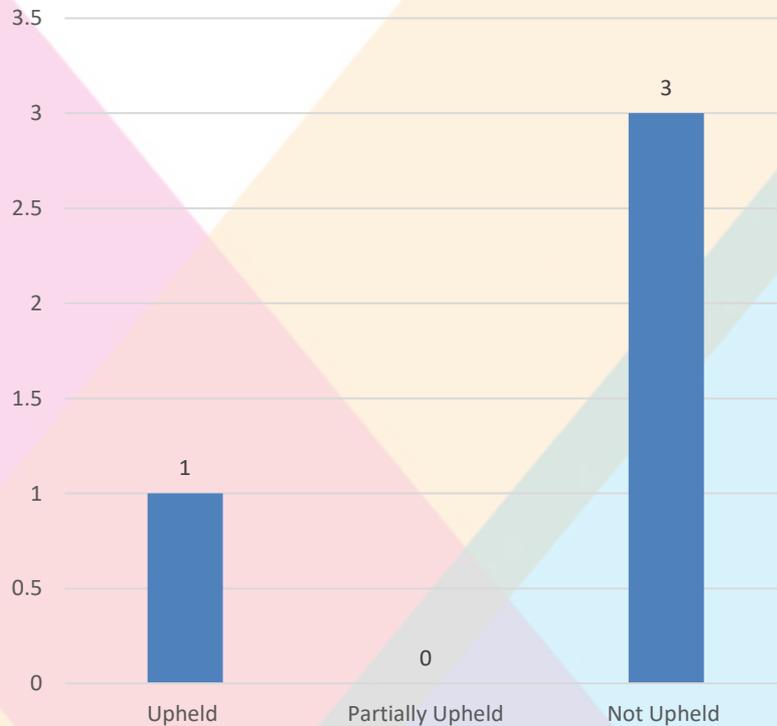
Complaints Received by Sub Category: May 2021 to July 2021



Complaint Outcomes

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

Complaint Outcomes - Stage 1



Complaint Outcomes - Stage 2

