

Complaints Handling Quarterly Report

Academic Year 2020-21

Quarter 01: August to October 2020

Performance Indicators

01 Aug 2020 to 31 Oct 2020

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1	
1.0	Total number of complaints received & complaints received per 100 population		%
1.1	Number of complaints Received	8	-
1.2/1a	College Population and Number of Complaints received per 100 population	8111	0.09
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	6	75
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	2	25
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	13
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	17
3.2/3b	Number and % of complaints partially upheld at Stage 1	4	66
3.3/3c	Number and % of complaints not upheld at Stage 1	1	17
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	1	50
3.6/3f	Number and % of complaints not upheld at Stage 2	0	-
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	1	13
3.9/3i	Number and % of complaints not upheld after Escalation	0	-

Performance Indicators

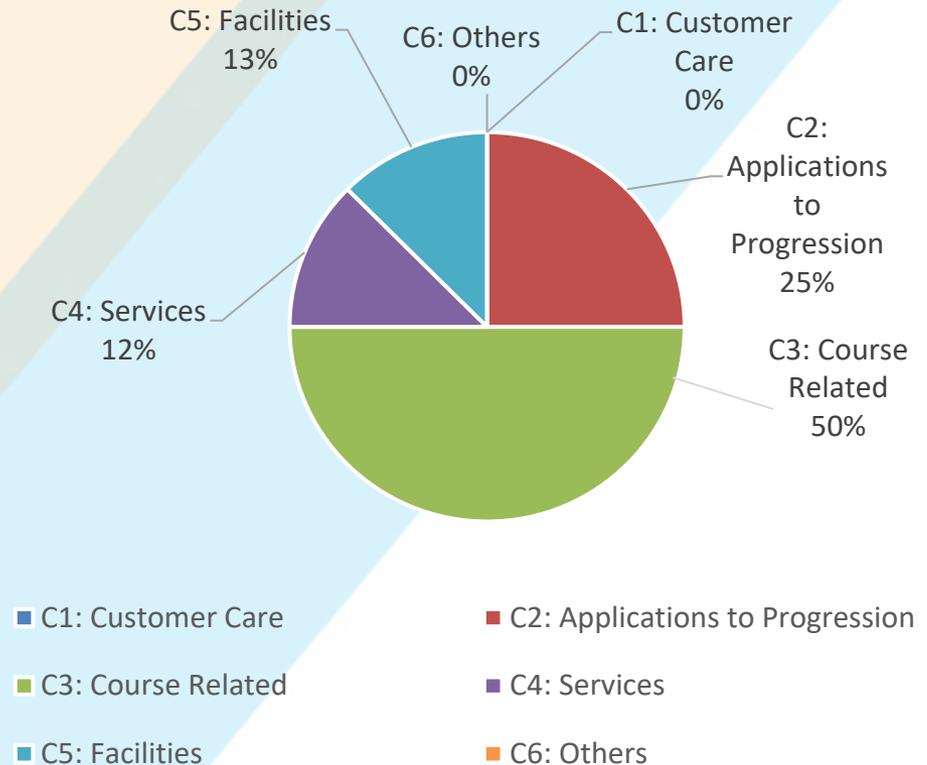
01 Aug 2020 to 31 Oct 2020

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	22	4
4.2	Total working days and average time in working days to close complaints at Stage 2	34	17
4b	Total working days and average time in working days to close complaints after Escalation	2	2
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	5	83
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	1	17
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	2	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	13
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	17
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)	0	-
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	-

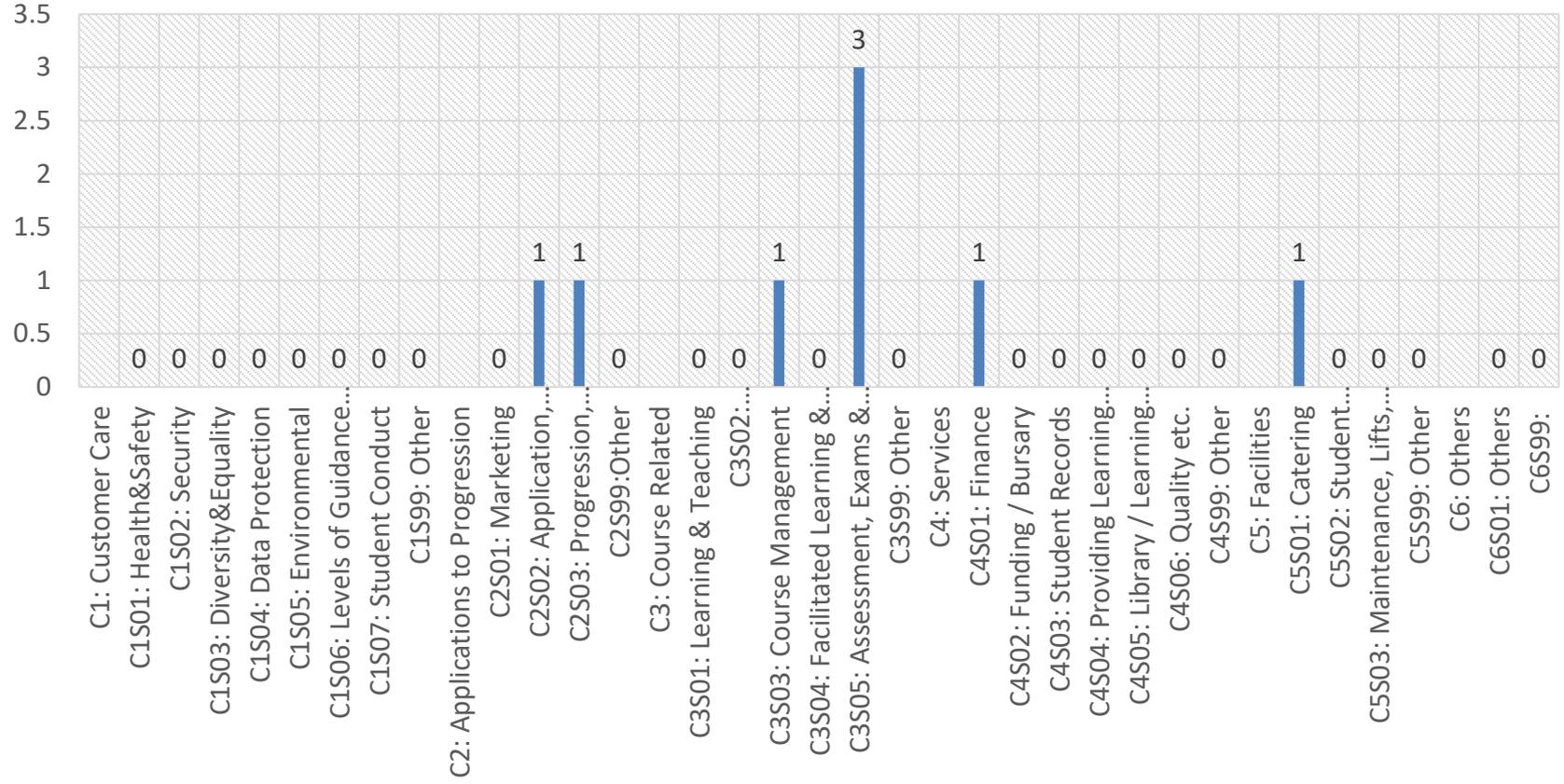
Complaints by Category Quarter 01

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

Category	No. of Complaints
Customer Care	0
Applications to Progression	2
Course Related	4
Services	1
Facilities	1
Other	0
TOTAL	8



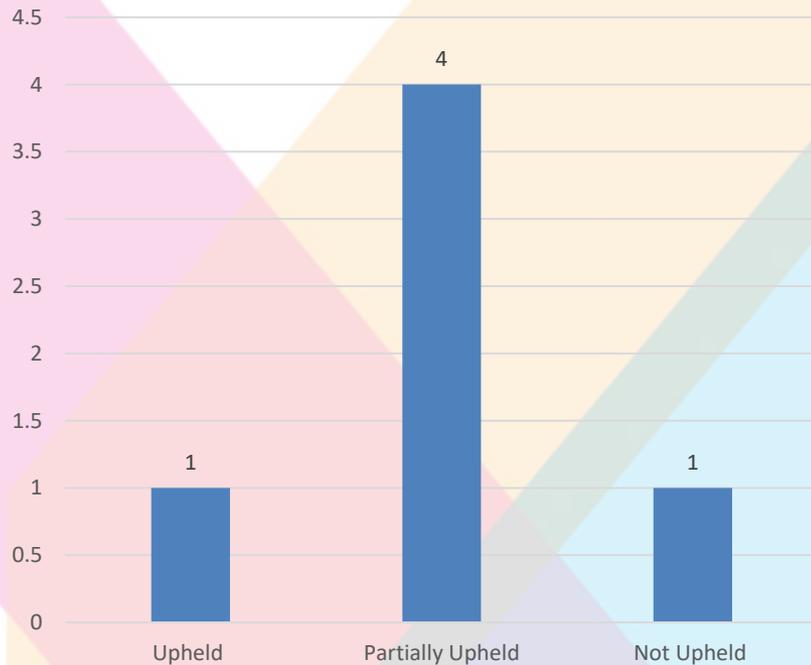
Complaints by Sub-Category – August to October 2020



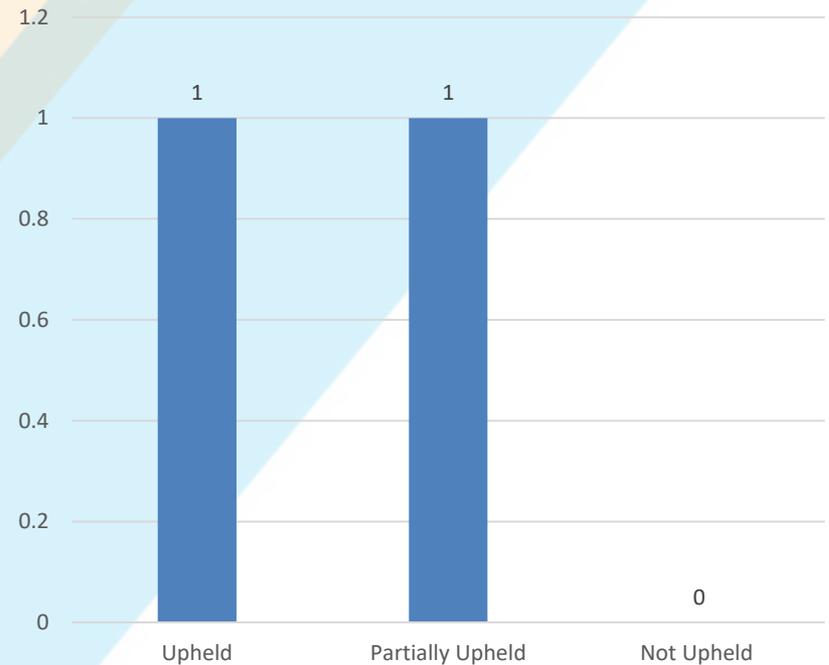
Complaint Outcomes

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

Complaint Outcomes - Stage 1



Complaint Outcomes - Stage 2



Learning from Complaints

In the first quarter of academic session 2020-21, the College received two complaints in which lessons should be learned to improve the learner experience.

Concern	Lessons Learned
Notification of a student's result not issued.	Staff training session held with the team responsible.
Lack of vegan options available in retail shops.	Raised with the contractor who will review options available to learners within their retail units.