

**NOWHERE
LIKE KELVIN**

Complaints Handling Quarterly Report

Academic Year 2024-25

Quarter 02: 01 November 2024 – 31 January 2025

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		Qu1		Qu2	
Total number of complaints received & complaints received per 100 population			%		%
Number of complaints Received		9	-	4	-
College Population and Number of Complaints received per 100 population		10644	0.08	12596	0.03
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		8	89	3	75
Number of complaints closed at Stage 2 and % of total closed		1	11	1	25
Number of complaints closed after Escalation and % of total closed		0	-	0	-
Open		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		1	12.5	0	-
Number and % of complaints partially upheld at Stage 1		4	50	1	33.33
Number and % of complaints not upheld at Stage 1		2	25	1	33.33
Number and % of complaints resolved at Stage 1		1	12.5	1	33.33
Stage 2					
Number and % of complaints upheld at Stage 2		0	-	0	-
Number and % of complaints partially upheld at Stage 2		1	100	0	-
Number and % of complaints not upheld at Stage 2		0	-	1	100
Number and % of complaints resolved at Stage 2		0	-	0	-
Escalated					
Number and % of complaints upheld after Escalation		0	-	0	-
Number and % of complaints not upheld after Escalation		0	-	0	-
Number and % of complaints partially upheld after escalation		0	-	0	-

	Qu1		Qu2	
Total working days and average time in working days to close complaints at each stage2				
Total working days and average time in working days to close complaints at Stage 1	35	4	16	5
Total working days and average time in working days to close complaints at Stage 2	13	13	20	20
Total working days and average time in working days to close complaints after Escalation	0	-	0	0
Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days; Escalated = 20 working days)				
Number and % of Stage 1 complaints closed within 5 working days	6	75	2	67
Number and % of Stage 1 complaints not closed with 5 working days	2	25	1	33
Number and % of Stage 2 complaints closed within 20 working days	1	100	1	100
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-
Number and % of Escalated complaints closed within 20 working days	0	-	0	-
Number and % of Escalated complaints not closed within 20 working days	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)	2	100	1	100
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-

Performance Indicators Qu2 Comparison

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu2 AY 2024-25		Qu2 AY 2023-24		Qu2 AY 2022-23	
		%		%		%
Total number of complaints received & complaints received per 100 population						
Number of complaints Received	4	-	4	-	7	-
College Population and Number of Complaints received per 100 population	12596	0.03	10226	0.04	12511	0.05
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	3	75	4	100	2	29
Number of complaints closed at Stage 2 and % of total closed	1	25	0	-	5	71
Number of complaints closed after Escalation and % of total closed	0	-	0	-	0	-
Open	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	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 1	1	33.33	1	25	1	50
Number and % of complaints not upheld at Stage 1	1	33.33	3	75	0	-
4Number and % of complaints resolved at Stage 1	1	33.33	0	-	1	50
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints not upheld at Stage 2	1	100	0	-	5	100
Number and % of complaints resolved at Stage 2	0	-	0	-	0	-
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	0	-	0	-	0	-
Number and % of complaints partially upheld after escalation	0	-	0	-	0	-

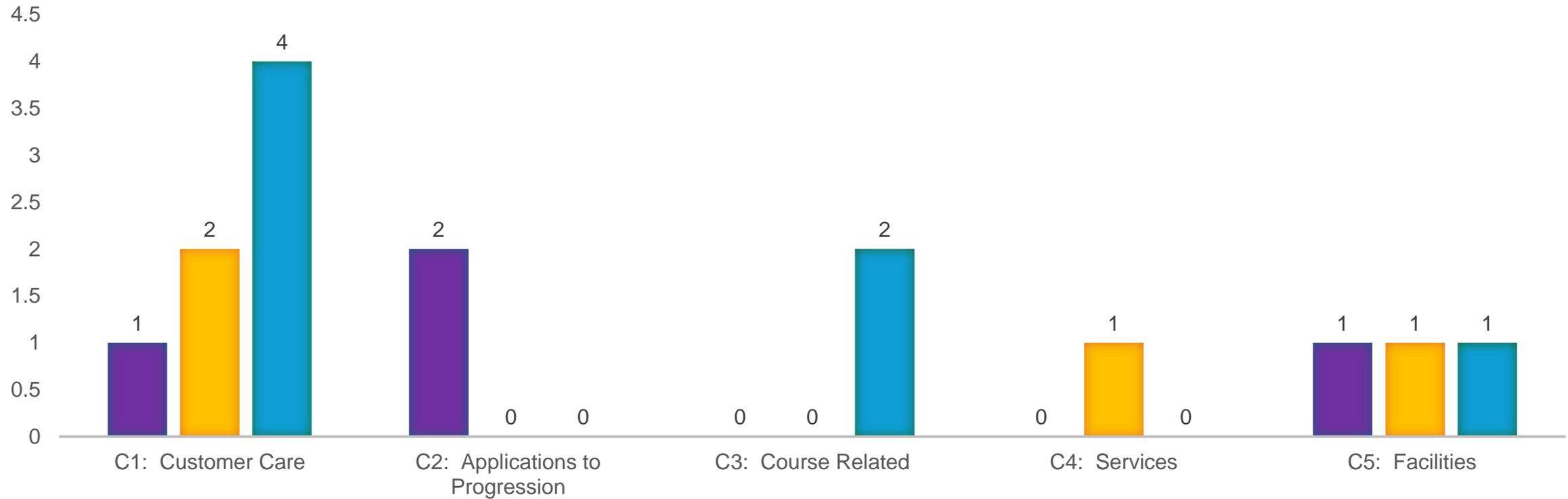


	Qu2 AY 2024-25		Qu2 AY2023-24		Qu2 AY 2022-2023	
Total working days and average time in working days to close complaints at each stage						
Total working days and average time in working days to close complaints at Stage 1	16	5	20	5	14	7
Total working days and average time in working days to close complaints at Stage 2	20	20	0	-	108	22
Total working days and average time in working days to close complaints after Escalation	0	0	0	-	0	-
Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated=20 working days)						
Number and % of Stage 1 complaints closed within 5 working days	2	67	2	50	1	50
Number and % of Stage 1 complaints not closed within 5 working days	1	33	2	50	1	50
Number and % of Stage 2 complaints closed within 20 working days	1	100	0	-	3	60
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-	2	40
Number and % of Escalated complaints closed within 20 working days	0	-	0	-	0	-
Number and % of Escalated complaints not closed within 20 working days	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	100	2	100	1	100
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	0	-	1	50
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-	1	50
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 02 - CATEGORIES OF COMPLAINT RECEIVED
(PREVIOUS ACADEMIC YEARS PROVIDED FOR COMPARISON)

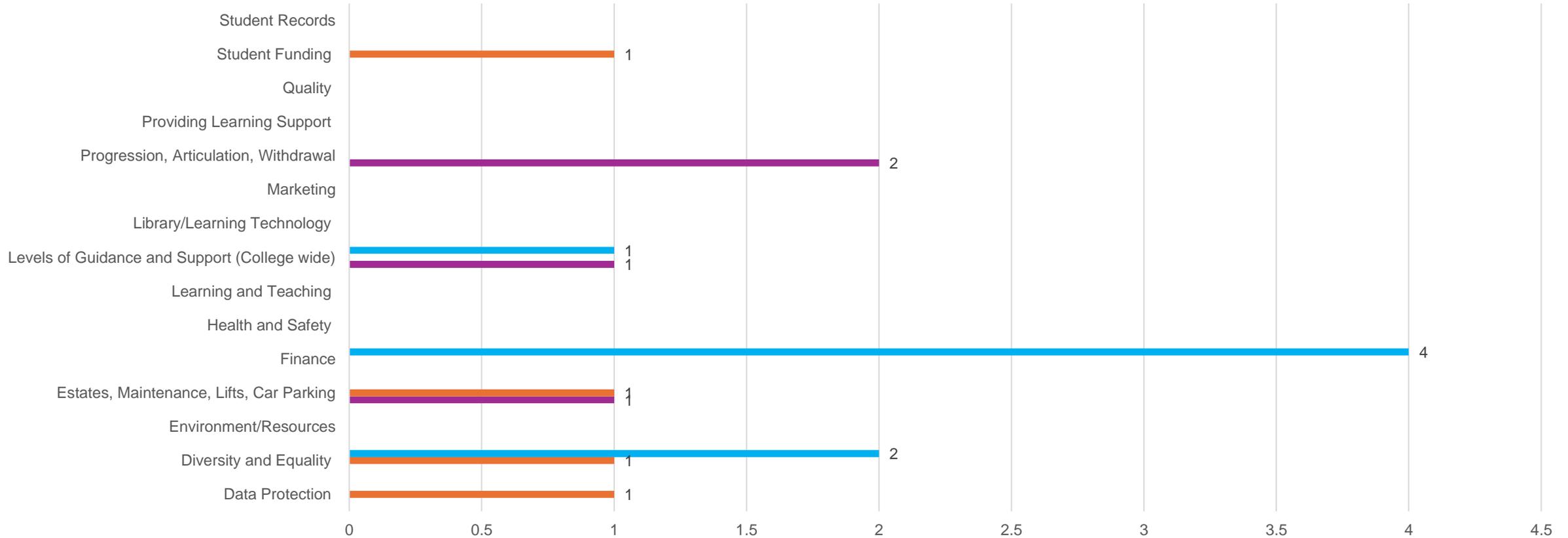
■ 2024/25 ■ 2023/2024 ■ 2022/2023



Complaints Received by Sub-Category

Complaints Received by Sub-Category
(Previous Academic Years provided by comparison)

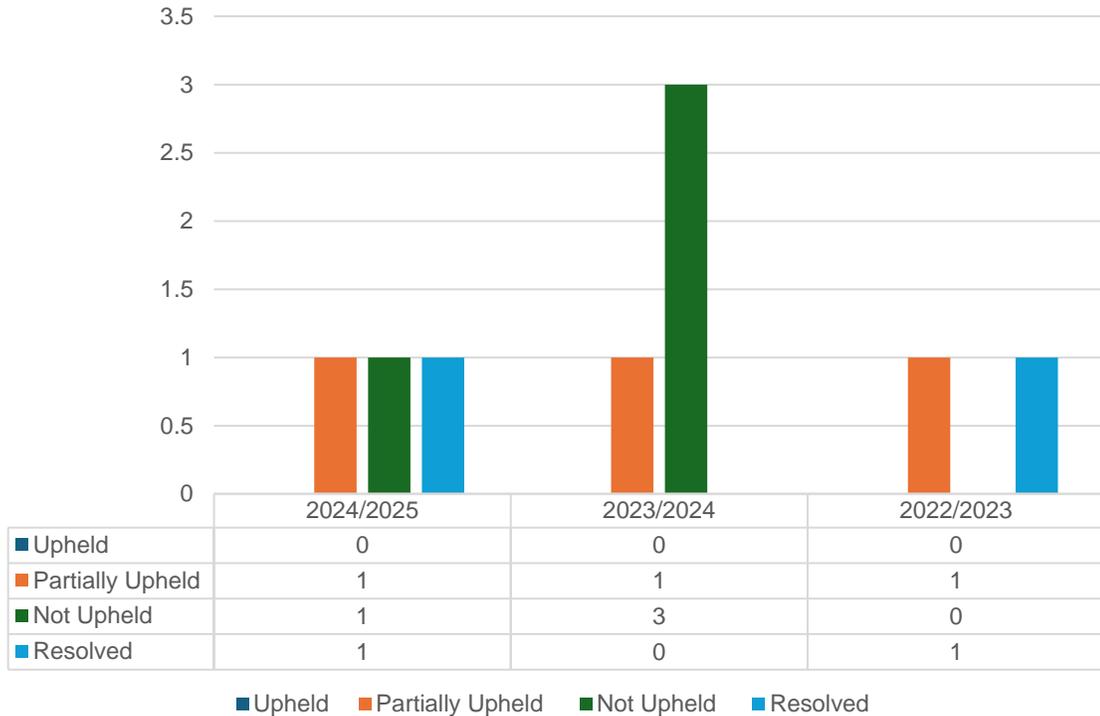
■ 2022/2023 ■ 2023/2024 ■ 2024/2025



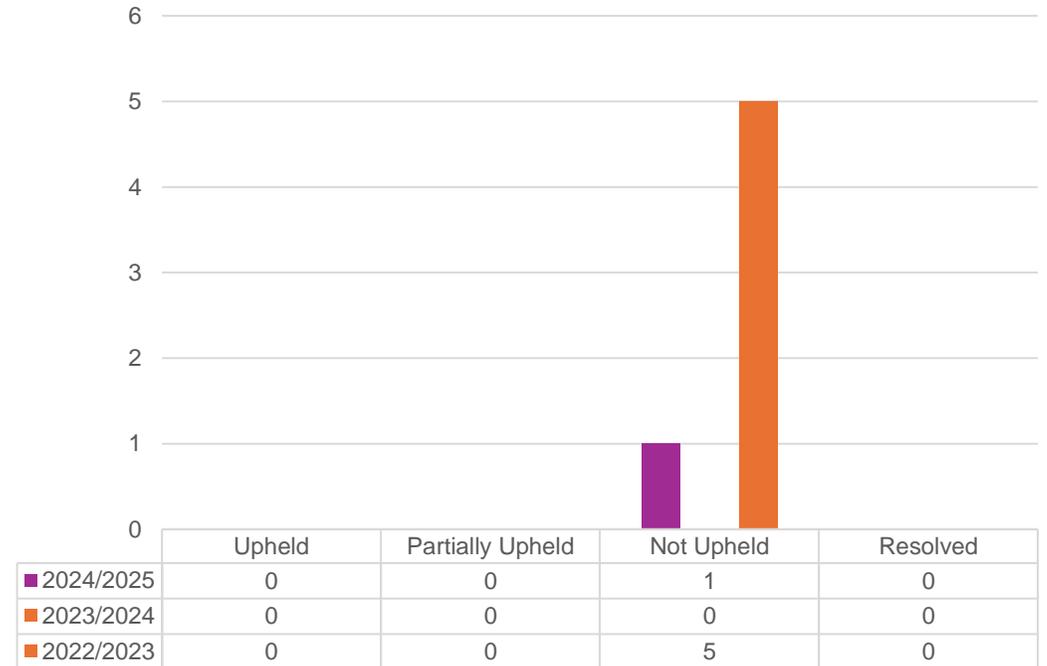


Complaint Outcomes

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
<p>Category 5: Estates, Maintenance, Lifts, Car Parking</p> <p>The complaint received in this category raised concerns in relation to the availability of College vehicles required for learning and teaching activities.</p>	<p>Issues with availability of the College vehicle fleet were acknowledged. Due to the age of vehicles and maintenance required. The College Estates Team are currently carrying out a review to draft proposals for the leasing of new vehicles (advised that this would not be within the current financial year).</p> <p>It was noted that no learning and teaching activity was cancelled as a consequence of vehicles not being available, however, an apology was issued for any inconvenience and an ongoing commitment from the College to continue maintaining the current vehicle fleet, minimising any disruption wherever practicable.</p> <p>This complaint was considered partially upheld.</p>