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Complaints Handling Quarterly Report

Academic Year 2025-26

Quarter 01: 01 August 2025 to 31 October 2025

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		Qu1	
Total number of complaints received & complaints received per 100 population			%
Number of complaints Received		8	-
College Population and Number of Complaints received per 100 population		10152	0.07
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		7	87.5
Number of complaints closed at Stage 2 and % of total closed		0	-
Number of complaints closed after Escalation and % of total closed		1	12.5
Open		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	29
Number and % of complaints partially upheld at Stage 1		0	-
Number and % of complaints not upheld at Stage 1		4	57
Number and % of complaints resolved at Stage 1		1	14
Stage 2			
Number and % of complaints upheld at Stage 2		0	-
Number and % of complaints partially upheld at Stage 2		0	-
Number and % of complaints not upheld at Stage 2		0	-
Number and % of complaints resolved at Stage 2		0	-
Escalated			
Number and % of complaints upheld after Escalation		0	-
Number and % of complaints not upheld after Escalation		1	100
Number and % of complaints partially upheld after escalation		0	-



	Qu1	
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	36	5
Total working days and average time in working days to close complaints at Stage 2	0	-
Total working days and average time in working days to close complaints after Escalation	5	5
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
Number and % of Stage 1 complaints not closed with 5 working days	1	12.5
Number and % of Stage 2 complaints closed within 20 working days	0	-
Number and % of Stage 2 complaints not closed within 20 working days	0	-
Number and % of Escalated complaints closed within 20 working days	1	12.5
Number and % of Escalated complaints not closed within 20 working days	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
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-

Performance Indicators Qu1 Comparison

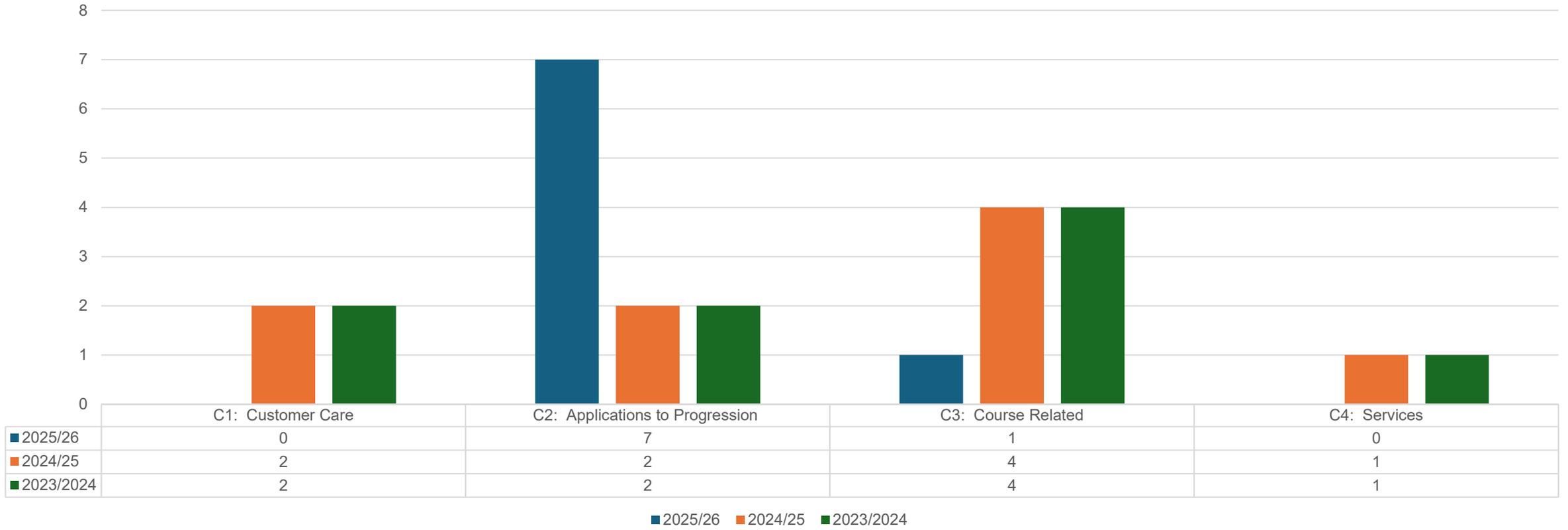
COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu1 AY 2025-26		Qu1 AY 2024-25		Qu1 AY 2023-24	
		%		%		%
Total number of complaints received & complaints received per 100 population						
Number of complaints Received	8	-	9	-	9	-
College Population and Number of Complaints received per 100 population	10152	0.07	10644	0.08	8964	0.001
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	7	87.5	8	89	7	78
Number of complaints closed at Stage 2 and % of total closed	0	-	1	11	2	22
Number of complaints closed after Escalation and % of total closed	1	12.5	0	-	1	11
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	2	29	1	12.5	1	14
Number and % of complaints partially upheld at Stage 1	0	-	4	50	3	43
Number and % of complaints not upheld at Stage 1	4	57	2	25	3	43
4Number and % of complaints resolved at Stage 1	1	14	1	12.5	0	-
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2	0	-	1	100	1	50
Number and % of complaints not upheld at Stage 2	0	-	0	-	1	50
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	1	100	0	-	0	-
Number and % of complaints partially upheld after escalation	0	-	0	-	1	100



	Qu1 AY 2025-26		Qu1 AY2024-25		Qu1 AY 2023-2024	
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	36	5	25	4	61	10
Total working days and average time in working days to close complaints at Stage 2	0	-	13	13	15	8
Total working days and average time in working days to close complaints after Escalation	5	5	0	-	25	25
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	6	75	6	75	3	43
Number and % of Stage 1 complaints not closed within 5 working days	1	12.5	2	25	4	57
Number and % of Stage 2 complaints closed within 20 working days	0	-	1	100	2	100
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-	0	-
Number and % of Escalated complaints closed within 20 working days	1	12.5	0	-	0	-
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-	1	100
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	4	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	-	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-	1	100
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-

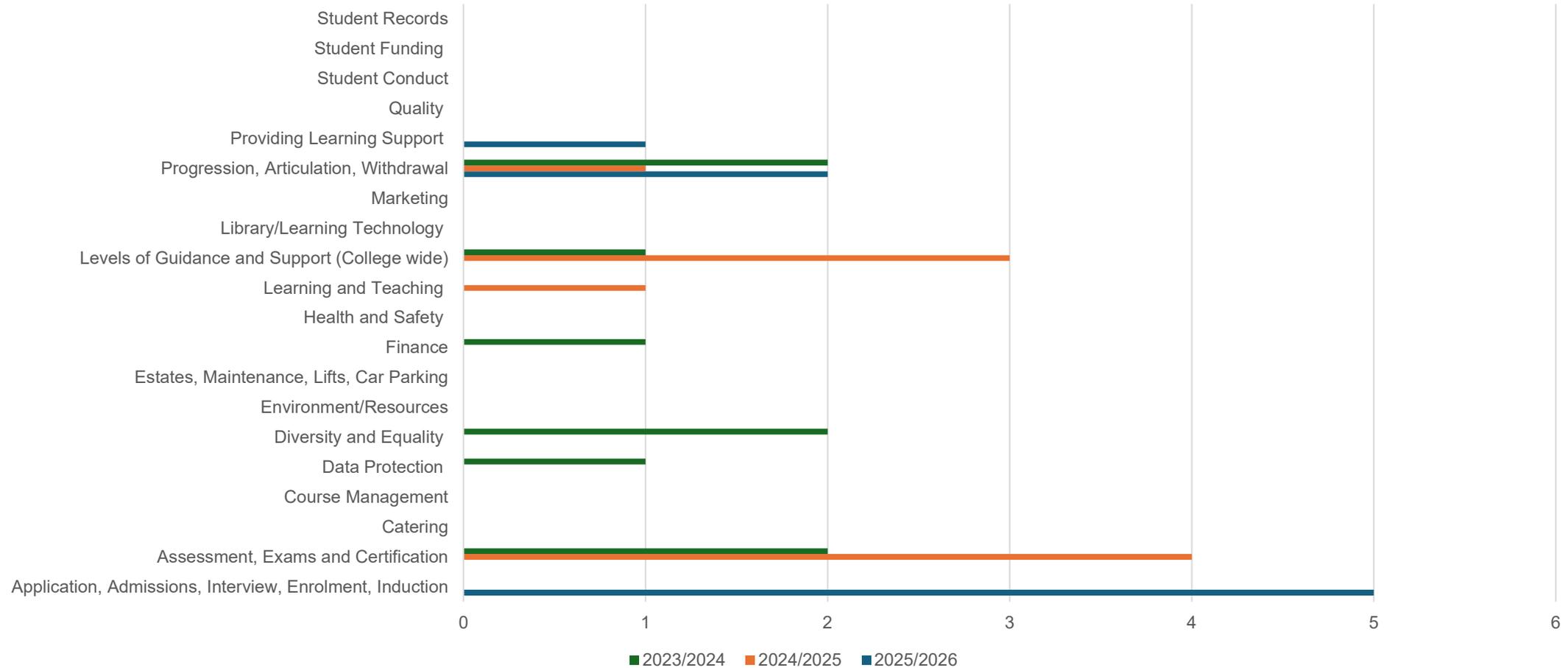
Complaints Received by Category

Quarter 01 - Categories of Complaint Received
(previous Academic Years provided for comparison)



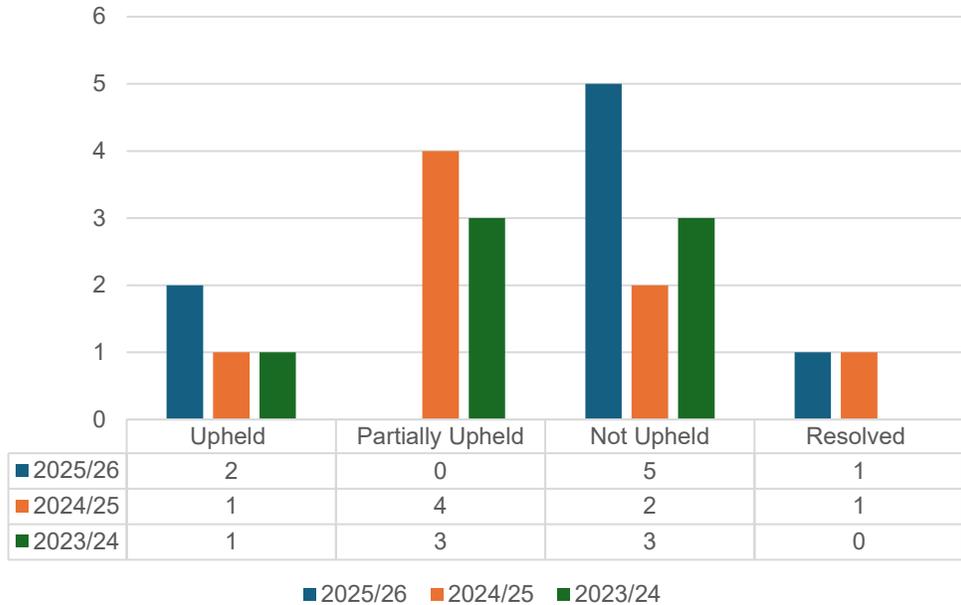
Complaints Received by Sub-Category

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

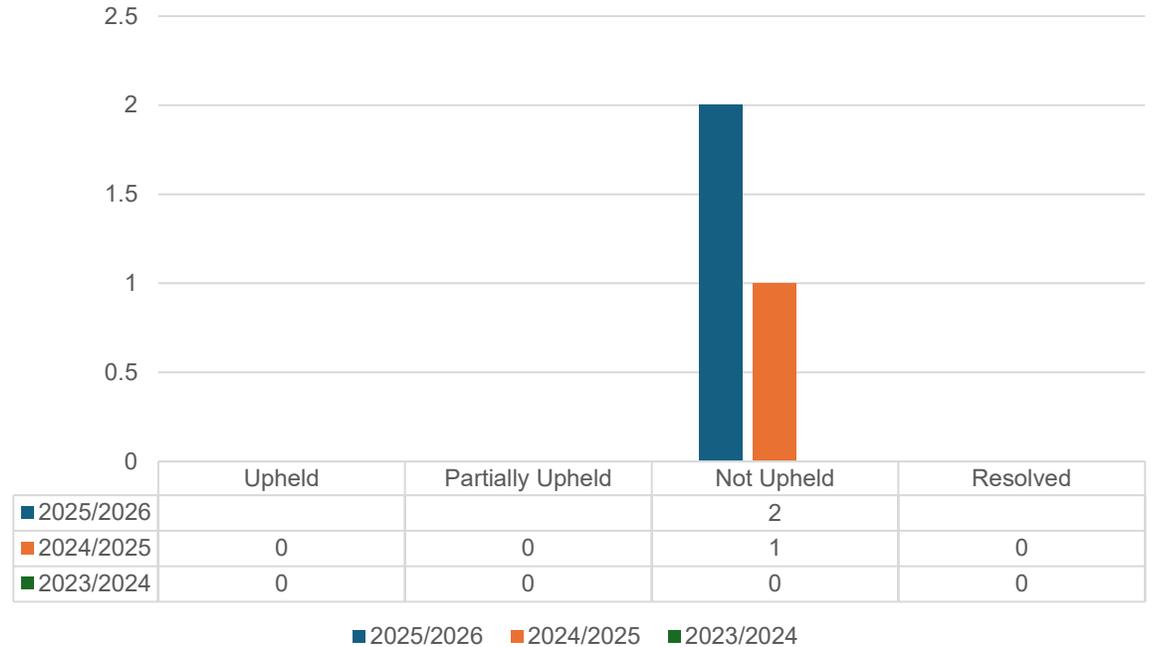


The Charts below represent the outcome of complaints received by stage; previous academic years included (*for comparison*).

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



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



From the complaints received in this quarter, lessons learned/actions were identified in three areas

Complaint	Lesson Learned/Actions Identified
Category C2: Application to Progression	
<p>Parent who complained on behalf of her student son whom she felt had been pressured into changing from first course of choice to another. Felt that additional support needs were not considered as part of the process.</p>	<p>We continue to review and strengthen our procedures to ensure that students with additional support needs receive clarity and support from the outset. This includes refining induction processes, communication expectations, and the procedures around offering information on course options. Additional steps are being implemented to ensure class tutors liaise with curriculum managers before discussing potential course changes with students. These measures are intended to reduce the likelihood of similar situations arising in the future.</p>