

**NOWHERE
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Complaints Handling Quarterly Report

Academic Year 2024-25

Quarter 03: 01 February 2025 – 30 April 2025

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		Qu1		Qu2		Qu3	
			%		%		%
Total number of complaints received & complaints received per 100 population							
Number of complaints Received		9	-	4	-	5	-
College Population and Number of Complaints received per 100 population		10644	0.08	12596	0.03	13983	0.04
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	2	40
Number of complaints closed at Stage 2 and % of total closed		1	11	1	25	3	60
Number of complaints closed after Escalation and % of total closed		0	-	0	-	1	20
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		1	12.5	0	-	0	-
Number and % of complaints partially upheld at Stage 1		4	50	1	33.33	1	50
Number and % of complaints not upheld at Stage 1		2	25	1	33.33	1	50
Number and % of complaints resolved at Stage 1		1	12.5	1	33.33	0	-
Stage 2							
Number and % of complaints upheld at Stage 2		0	-	0	-	0	-
Number and % of complaints partially upheld at Stage 2		1	100	0	-	0	-
Number and % of complaints not upheld at Stage 2		0	-	1	100	2	67
Number and % of complaints resolved at Stage 2		0	-	0	-	1	33
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	-	1	100



	Qu1		Qu2		Qu3	
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	15	8
Total working days and average time in working days to close complaints at Stage 2	13	13	20	20	47	16
Total working days and average time in working days to close complaints after Escalation	0	-	0	0	7	7
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	1	50
Number and % of Stage 1 complaints not closed with 5 working days	2	25	1	33	1	50
Number and % of Stage 2 complaints closed within 20 working days	1	100	1	100	3	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	0	-	0	-	1	100
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)	2	100	1	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	-	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	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-

Performance Indicators Qu3 Comparison

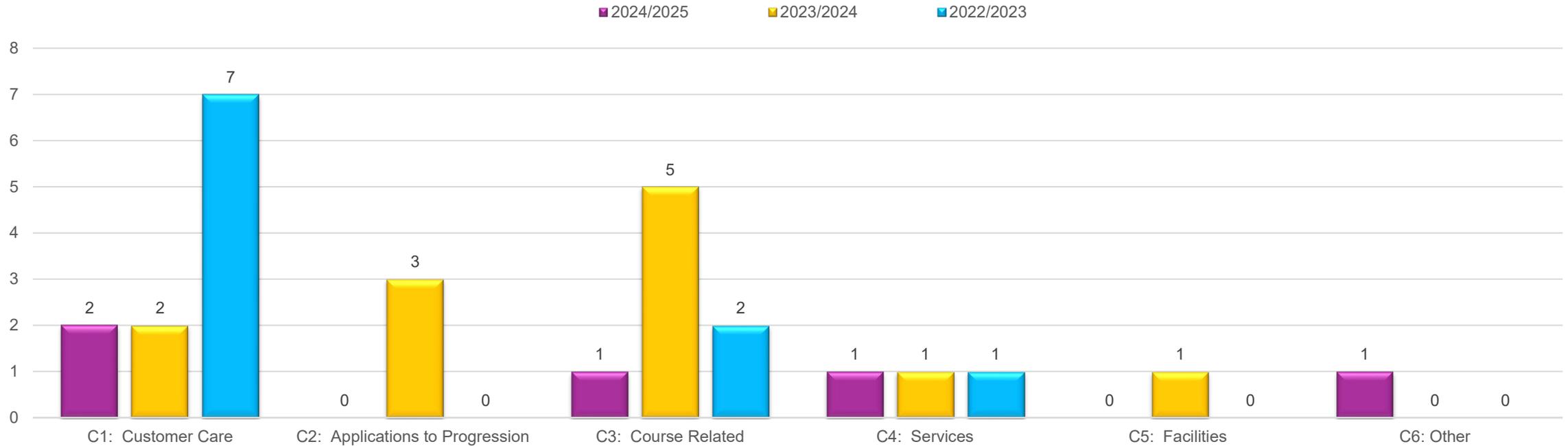
COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu3 AY 2024-25		Qu3 AY 2023-24		Qu3 AY 2022-23	
		%		%		%
Total number of complaints received & complaints received per 100 population						
Number of complaints Received	5	-	12	-	10	-
College Population and Number of Complaints received per 100 population	13983	0.04	11137	0.1	17182	0.06
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	2	40	11	92	4	40
Number of complaints closed at Stage 2 and % of total closed	3	60	1	8	6	60
Number of complaints closed after Escalation and % of total closed	1	20	1	8	4	40
Open	0	-	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	-	2	18	0	-
Number and % of complaints partially upheld at Stage 1	1	50	3	27	3	75
Number and % of complaints not upheld at Stage 1	1	50	6	55	1	25
4Number and % of complaints resolved at Stage 1	0	-	0	-	0	-
Stage 2						
Number and % of complaints upheld at Stage 2	0	-	0	-	-	0
Number and % of complaints partially upheld at Stage 2	0	-	0	-	1	17
Number and % of complaints not upheld at Stage 2	2	67	0	-	5	83
Number and % of complaints resolved at Stage 2	1	33	1	100	0	-
Escalated						
Number and % of complaints upheld after Escalation	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation	0	-	1	100	4	100
Number and % of complaints partially upheld after escalation	1	100	0	-	0	-



	Qu3 AY 2024-25		Qu3 AY2023-24		Qu3 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	15	8	73	7	21	5
Total working days and average time in working days to close complaints at Stage 2	47	16	6	6	185	31
Total working days and average time in working days to close complaints after Escalation	7	7	4	4	62	16
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	1	50	3	27	3	75
Number and % of Stage 1 complaints not closed within 5 working days	1	50	8	73	1	25
Number and % of Stage 2 complaints closed within 20 working days	3	100	1	100	2	33
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-	4	67
Number and % of Escalated complaints closed within 20 working days	1	100	1	100	3	75
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-	1	25
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	7	88	1	25
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	1	12	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	0	-	2	33
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-	4	67
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-	3	75
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	1	25

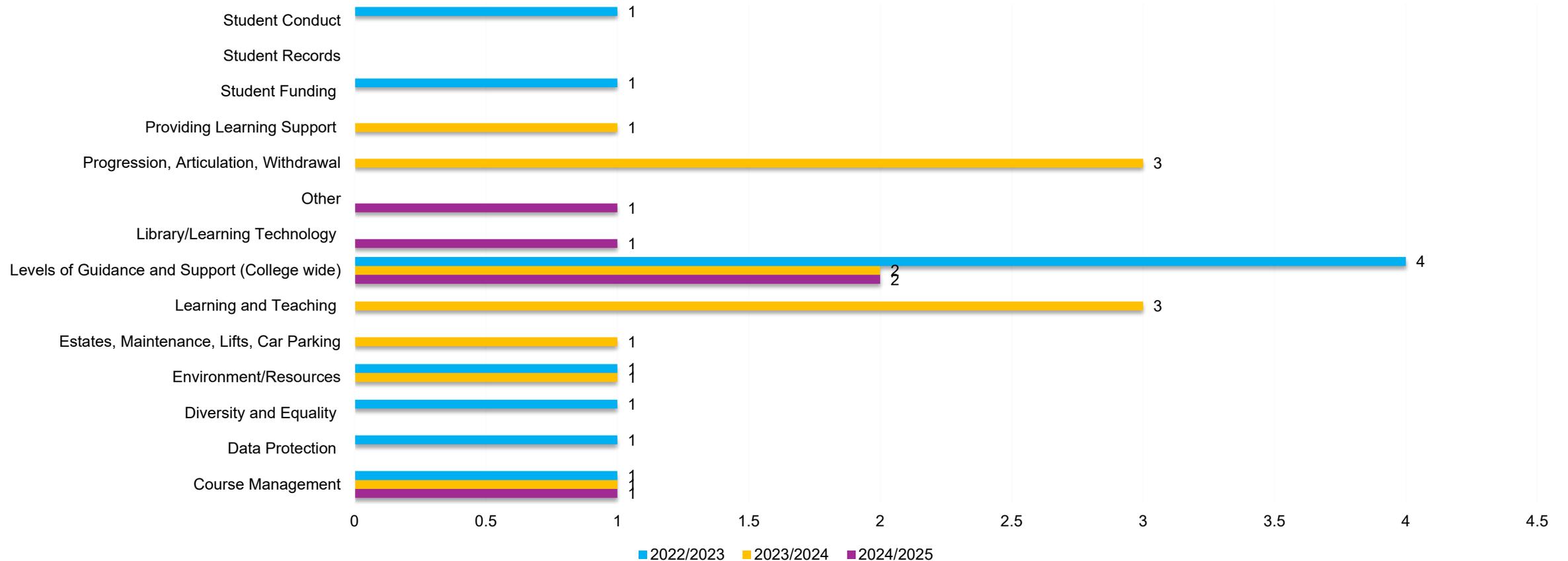
Complaints Received by Category

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



Complaints Received by Sub-Category

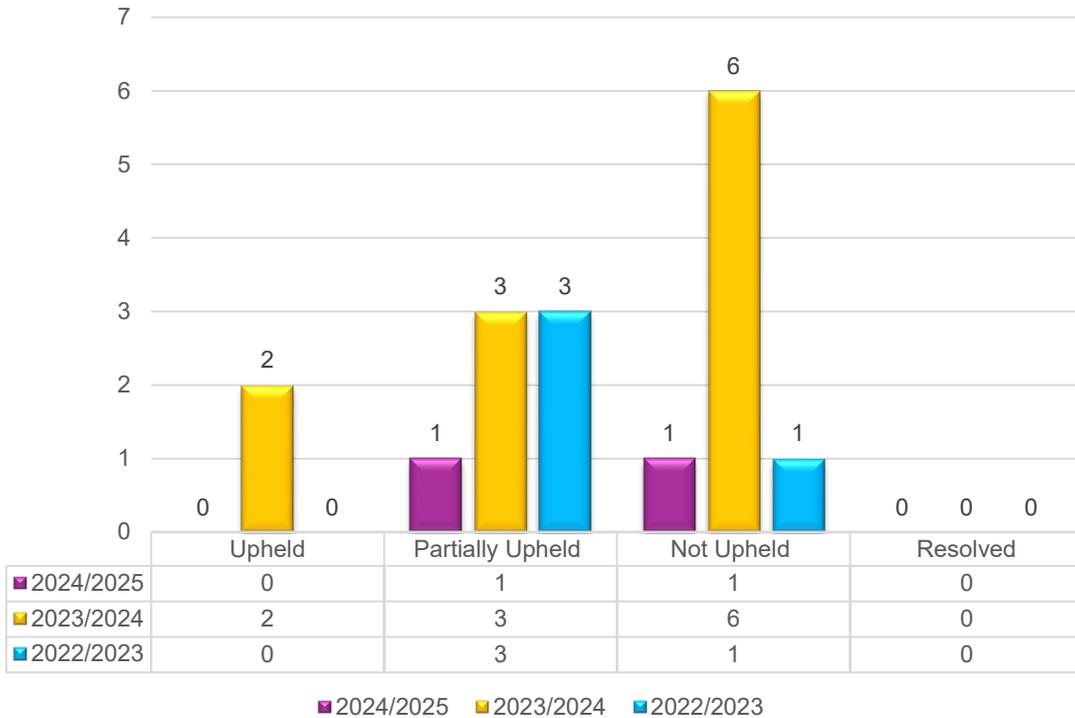
**Complaints Received by Sub-Category
(previous Academic Years provided for comparison)**



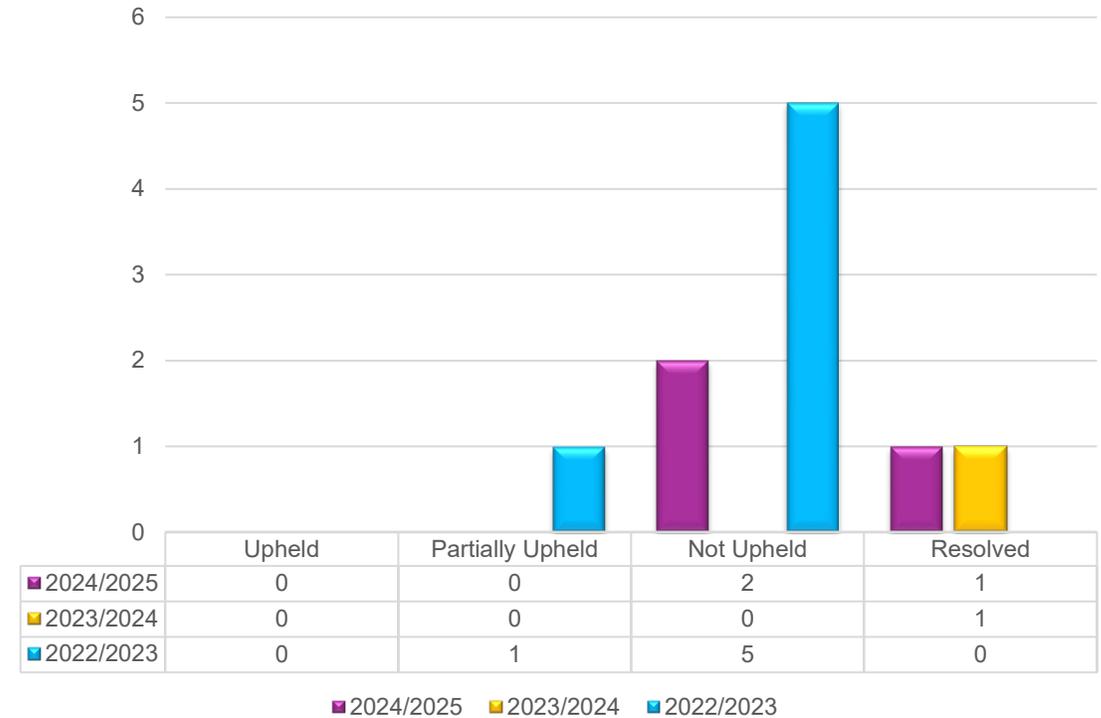


Complaint Outcomes

Complaints Outcomes - Stage 1 (previous academic Years provided for comparison)



Complaints Outcomes - Stage 2 (previous academic Years provided for comparison)





Complaint	Lesson Learned/Actions Identified
Category 04: Services	
<p>A learner lost files after resetting their home PC on the advice of the College staff, who did not warn about potential data loss.</p>	<p>An apology was issued, and guidance on file recovery from OneDrive was provided. Further support for using the browser version of OneDrive was offered.</p> <p>The learner was assured that future communication between staff and learners about data loss risks would be improved.</p> <p>This complaint was considered partially upheld.</p>