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# Complaints Handling Quarterly Report

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**Academic Year 2025-26**

**Quarter 02: 01 November 2025 – 31 January 2026**

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		Qu1		Qu2	
Total number of complaints received & complaints received per 100 population			%		%
Number of complaints Received		8		8	
College Population and Number of Complaints received per 100 population		10152	0.08	10113	0.07
Number of complaints closed at Stage 1 and % of total closed		7	87.5	4	50
Number of complaints closed at Stage 2 and % of total closed		0	-	1	12.5
Number of complaints closed after Escalation and % of total closed		1	12.5	3	37.5
Open		0	-	0	-
<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>					
<b>Stage 1</b>					
Number and % of complaints upheld at Stage 1		2	29	2	50
Number and % of complaints partially upheld at Stage 1		0	-	0	
Number and % of complaints not upheld at Stage 1		4	57	1	25
Number and % of complaints resolved at Stage 1		1	14	1	25
Number and % of complaints upheld at Stage 2		0	-	0	-
Number and % of complaints partially upheld at Stage 2		0	-	0	-
Number and % of complaints not upheld at Stage 2		0	-	1	100
Number and % of complaints resolved at Stage 2		0	-	0	-
<b>Escalated</b>					
Number and % of complaints upheld after Escalation		0	-	0	-
Number and % of complaints not upheld after Escalation		1	100	3	100
Number and % of complaints partially upheld after escalation		0	-	0	-



	Qu1		Qu2	
<b>Total working days and average time in working days to close complaints at each stage2</b>				
Total working days and average time in working days to close complaints at Stage 1	36	5	25	7
Total working days and average time in working days to close complaints at Stage 2	0	-	35	35
Total working days and average time in working days to close complaints after Escalation	5	5	30	10
<b>Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days; Escalated = 20 working days)</b>				
Number and % of Stage 1 complaints closed within 5 working days	6	75	1	25
Number and % of Stage 1 complaints not closed with 5 working days	1	12.5	3	75
Number and % of Stage 2 complaints closed within 20 working days	0	-	0	-
Number and % of Stage 2 complaints not closed within 20 working days	0	-	1	100
Number and % of Escalated complaints closed within 20 working days	1	12.5	3	100
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-
<b>Number and % of complaints closed at each stage where extensions have been authorised</b>				
Number and % of Stage 1 complaints closed within 10 working days ( extension)	1	100	3	75
Number and % of Stage 1 complaints not closed within 10 working days ( extension)	0	-	1	25
Number and % of Stage 2 complaints closed within 40 working days ( extension)	0	-	1	100
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	-

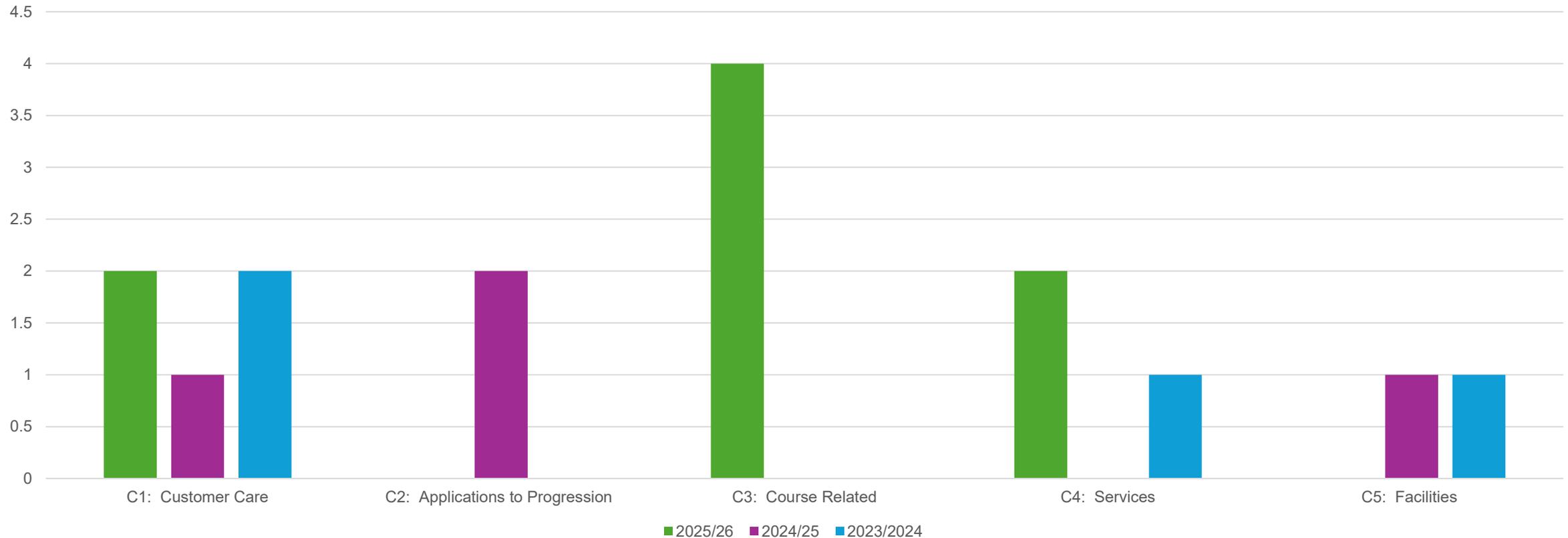
COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu2 AY 2025-26		Qu2 AY 2024-25		Qu2 AY 2023-24	
		%		%		%
<b>Total number of complaints received &amp; complaints received per 100 population</b>						
Number of complaints Received	8	-	4	-	4	-
College Population and Number of Complaints received per 100 population	10113	0.07	12596	0.03	10226	0.04
<b>Number of complaints closed at each stage and as a % of all complaints closed</b>						
Number of complaints closed at Stage 1 and % of total closed	4	50	3	75	4	100
Number of complaints closed at Stage 2 and % of total closed	1	12.5	1	25	0	-
Number of complaints closed after Escalation and % of total closed	3	37.5	0	-	0	-
Open		-	0	-	0	-
<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>						
<b>Stage 1</b>						
Number and % of complaints upheld at Stage 1	2	50	0	-	0	-
Number and % of complaints partially upheld at Stage 1	0	-	1	33.33	1	25
Number and % of complaints not upheld at Stage 1	1	25	1	33.33	3	75
Number and % of complaints resolved at Stage 1	1	25	1	33.33	0	-
<b>Stage 2</b>						
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	1	100	0	-
Number and % of complaints resolved at Stage 2	0	-	0	-	0	-
<b>Escalated</b>						
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	-	0	-



	Qu2 AY 2025-26		Qu2 AY2024-25		Qu2 AY 2023-24	
<b>Total working days and average time in working days to close complaints at each stage</b>						
Total working days and average time in working days to close complaints at Stage 1	38	6	16	5	20	5
Total working days and average time in working days to close complaints at Stage 2	55	27.5	20	20	0	-
Total working days and average time in working days to close complaints after Escalation	10	5	0	-	0	-
<b>Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated=20 working days)</b>						
Number and % of Stage 1 complaints closed within 5 working days	1	25	2	67	2	50
Number and % of Stage 1 complaints not closed within 5 working days	3	75	1	33	2	50
Number and % of Stage 2 complaints closed within 20 working days	0	-	1	100	0	-
Number and % of Stage 2 complaints not closed within 20 working days	1	100	0	-	0	-
Number and % of Escalated complaints closed within 20 working days	3	100	0	-	0	-
Number and % of Escalated complaints not closed within 20 working days	0	-	0	-	0	-
<b>Number and % of complaints closed at each stage where extensions have been authorised</b>						
Number and % of Stage 1 complaints closed within 10 working days (extension)	3	100	1	100	2	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)	1	100	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	-

# Complaints Received by Category

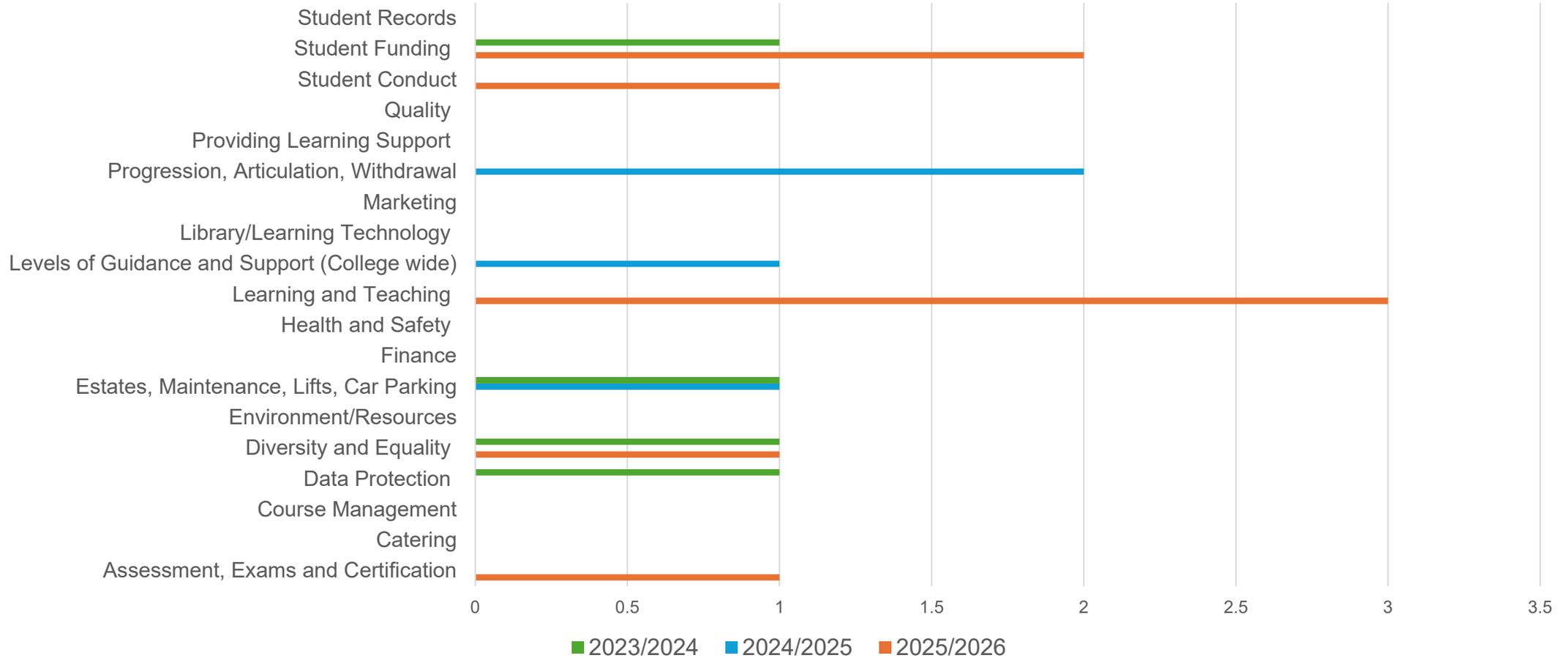
Quarter 02 - Categories of Complaint Received  
(previous Academic Years provided for comparison)



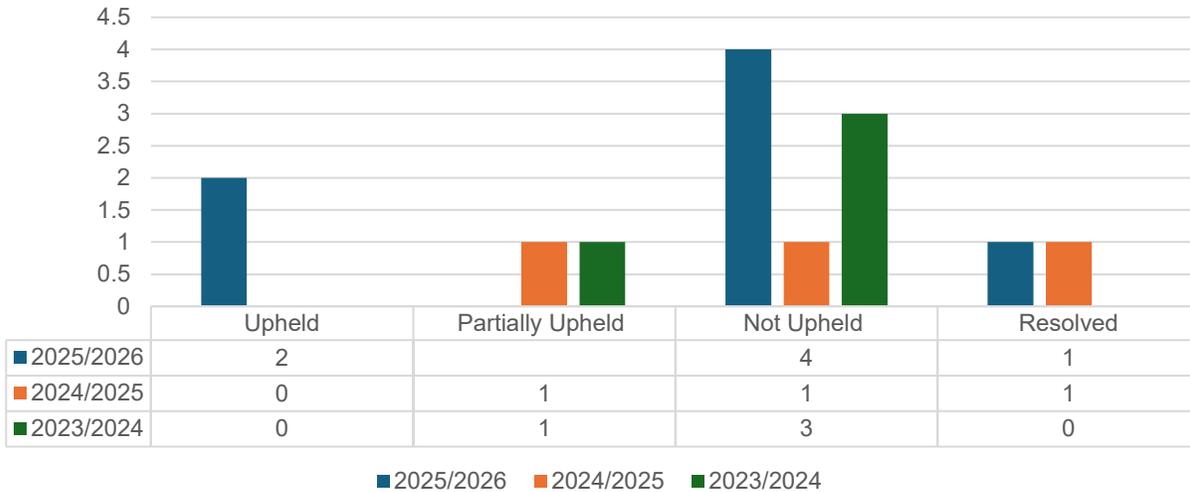


# Complaints Received by Sub-Category

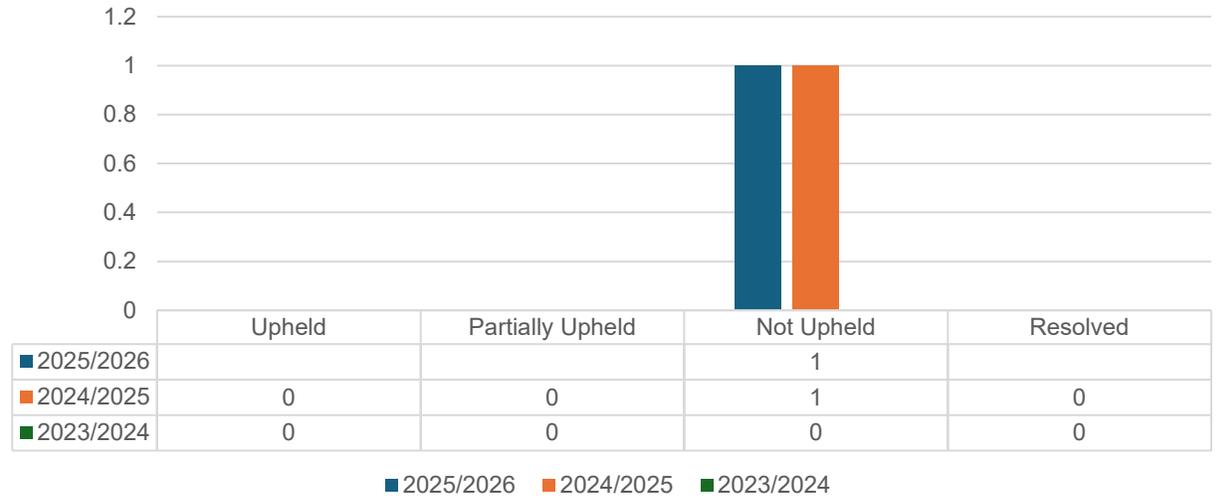
Complaints Received by Sub-Category  
(Previous Academic Years provided by comparison)



**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
<b>Category C3: Learning and Teaching</b>	
<p>Three of the complaints related to dissatisfaction with the teaching methods employed by their lecturers.</p>	<p>The Senior Curriculum Managers investigated the concerns and took feedback from teaching staff and students. Following the investigation, plans were put in place to resolve concerns to the satisfaction of all parties.</p>