

NOWHERE
LIKE KELVIN

Complaints Handling Quarterly Report

Academic Year 2024-25

Quarter 04: 01 May 2025 – 31 July 2025

COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS		Qu1		Qu2		Qu3		Qu4	
			%		%		%		%
Total number of complaints received & complaints received per 100 population									
Number of complaints Received		9	-	4	-	5	-	12	-
College Population and Number of Complaints received per 100 population		10644	0.08	12596	0.03	13983	0.04	14665	0.08
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	8	67
Number of complaints closed at Stage 2 and % of total closed		1	11	1	25	3	60	4	33
Number of complaints closed after Escalation and % of total closed		0	-	0	-	1	20	0	-
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		1	12.5	0	-	0	-	1	12.5
Number and % of complaints partially upheld at Stage 1		4	50	1	33.33	1	50	7	87.5
Number and % of complaints not upheld at Stage 1		2	25	1	33.33	1	50	0	-
Number and % of complaints resolved at Stage 1		1	12.5	1	33.33	0	-	0	-
Stage 2									
Number and % of complaints upheld at Stage 2		0	-	0	-	0	-	2	50
Number and % of complaints partially upheld at Stage 2		1	100	0	-	0	-	1	25
Number and % of complaints not upheld at Stage 2		0	-	1	100	2	67	1	25
Number and % of complaints resolved at Stage 2		0	-	0	-	1	33	0	-
Escalated									
Number and % of complaints upheld after Escalation		0	-	0	-	0	-	0	-
Number and % of complaints not upheld after Escalation		0	-	0	-	0	-	0	-
Number and % of complaints partially upheld after escalation		0	-	0	-	1	100	0	-

	Qu1		Qu2		Qu3		Qu4	
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	40	5
Total working days and average time in working days to close complaints at Stage 2	13	13	20	20	47	16	41	10
Total working days and average time in working days to close complaints after Escalation	0	-	0	0	7	7	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	1	50	7	87.5
Number and % of Stage 1 complaints not closed with 5 working days	2	25	1	33	1	50	1	12.5
Number and % of Stage 2 complaints closed within 20 working days	1	100	1	100	3	100	4	100
Number and % of Stage 2 complaints not closed within 20 working days	0	-	0	-	0	-	0	-
Number and % of Escalated complaints closed within 20 working days	0	-	0	-	1	100	0	-
Number and % of Escalated complaints not closed within 20 working days	0	-	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	1	100
Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	-	0	-	0	-	0	-
Number and % of Stage 2 complaints closed within 40 working days (extension)	0	-	0	-	0	-	0	-
Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	-	0	-	0	-	0	-
Number and % of Escalated complaints closed within 40 working days (extension)	0	-	0	-	0	-	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-	0	-

Performance Indicators Qu4 Comparison

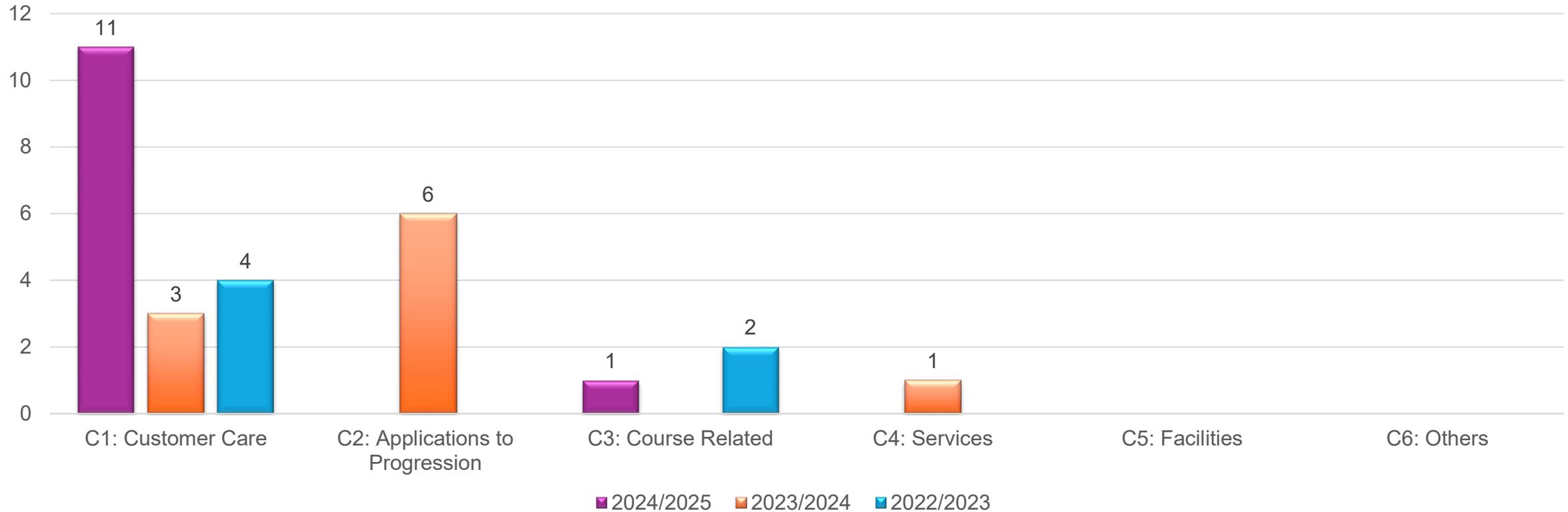
COMPLAINTS HANDLING PROCEDURE PERFORMANCE INDICATORS	Qu4 AY 2024-25		Qu4 AY 2023-24		Qu4 AY 2022-23	
		%		%		%
Total number of complaints received & complaints received per 100 population						
Number of complaints Received	12	-	10	-	6	
College Population and Number of Complaints received per 100 population	14665	0.08	15336	0.06	18188	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	67	8	80	6	100
Number of complaints closed at Stage 2 and % of total closed	4	33	2	20	0	-
Number of complaints closed after Escalation and % of total closed	0	-	1	10	1	17
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	-	1	17
Number and % of complaints partially upheld at Stage 1	7	87.5	6	75	1	17
Number and % of complaints not upheld at Stage 1	0	-	1	12.5	4	66
4Number and % of complaints resolved at Stage 1	0	-	1	12.5	0	-
Stage 2						
Number and % of complaints upheld at Stage 2	2	50	0		0	-
Number and % of complaints partially upheld at Stage 2	1	25	2	100	0	-
Number and % of complaints not upheld at Stage 2	1	25	0	-	0	-
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	-	1	100
Number and % of complaints partially upheld after escalation	0	-	1	100	0	-



	Qu4 AY 2024-25		Qu4 AY2023-24		Qu4 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	40	5	36	4.5	29	5
Total working days and average time in working days to close complaints at Stage 2	41	10	22	22	0	-
Total working days and average time in working days to close complaints after Escalation	0	-	23	23	10	10
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	7	87.5	8	100	5	83
Number and % of Stage 1 complaints not closed within 5 working days	1	12.5	0	-	1	17
Number and % of Stage 2 complaints closed within 20 working days	4	100	0	-	0	-
Number and % of Stage 2 complaints not closed within 20 working days	0	-	2	100	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	-	1	100	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	0	-	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	-	1	100	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	-	1	100	0	-
Number and % of Escalated complaints not closed within 40 working days (extension)	0	-	0	-	0	-

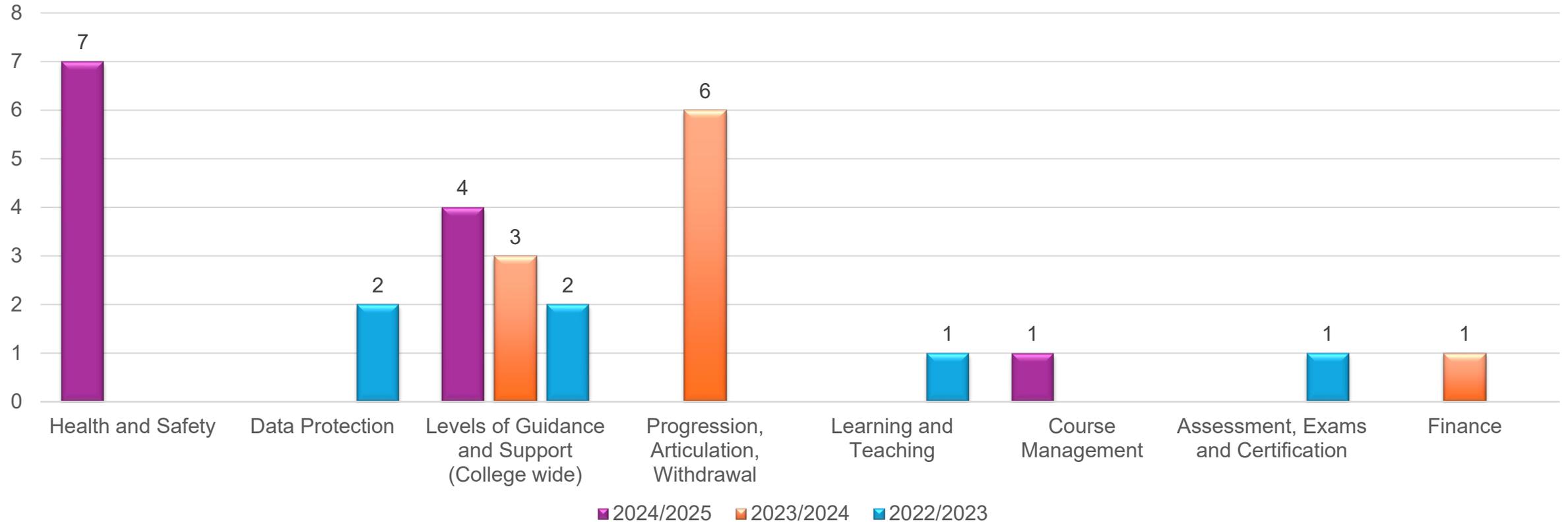
Complaints Received by Category

Quarter 04 - Categories of Complaint Received
(previous Academic Years provided for comparison)

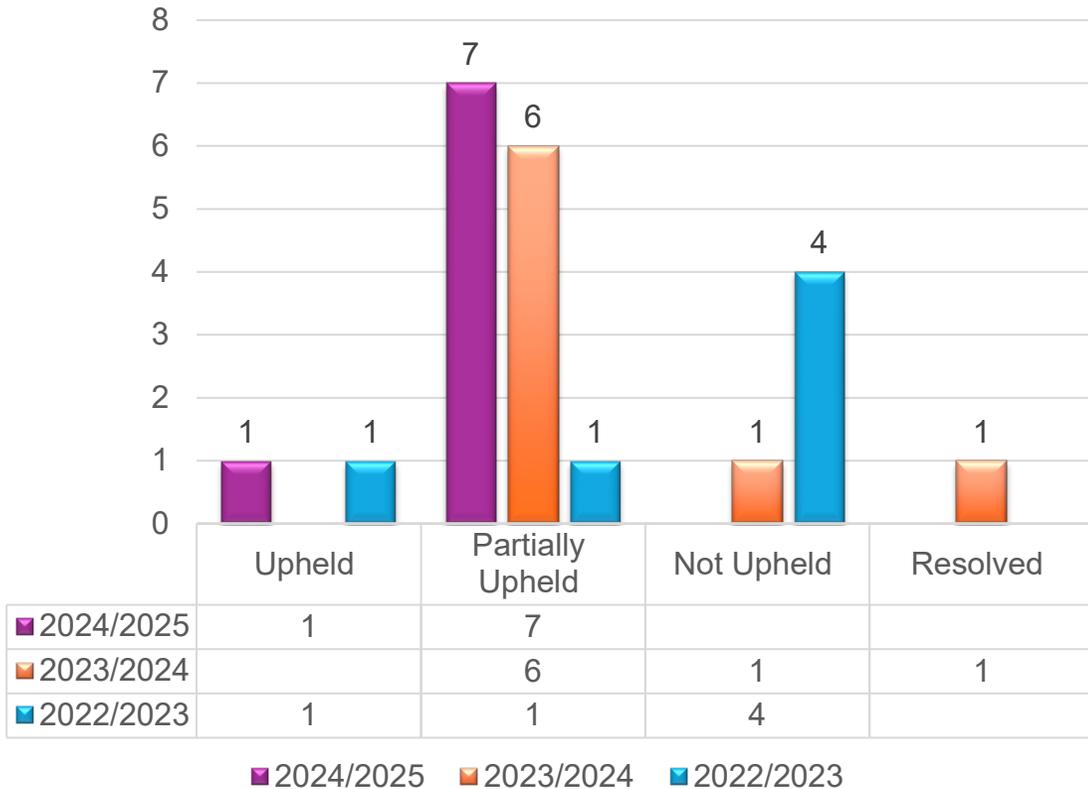


Complaints Received by Sub-Category

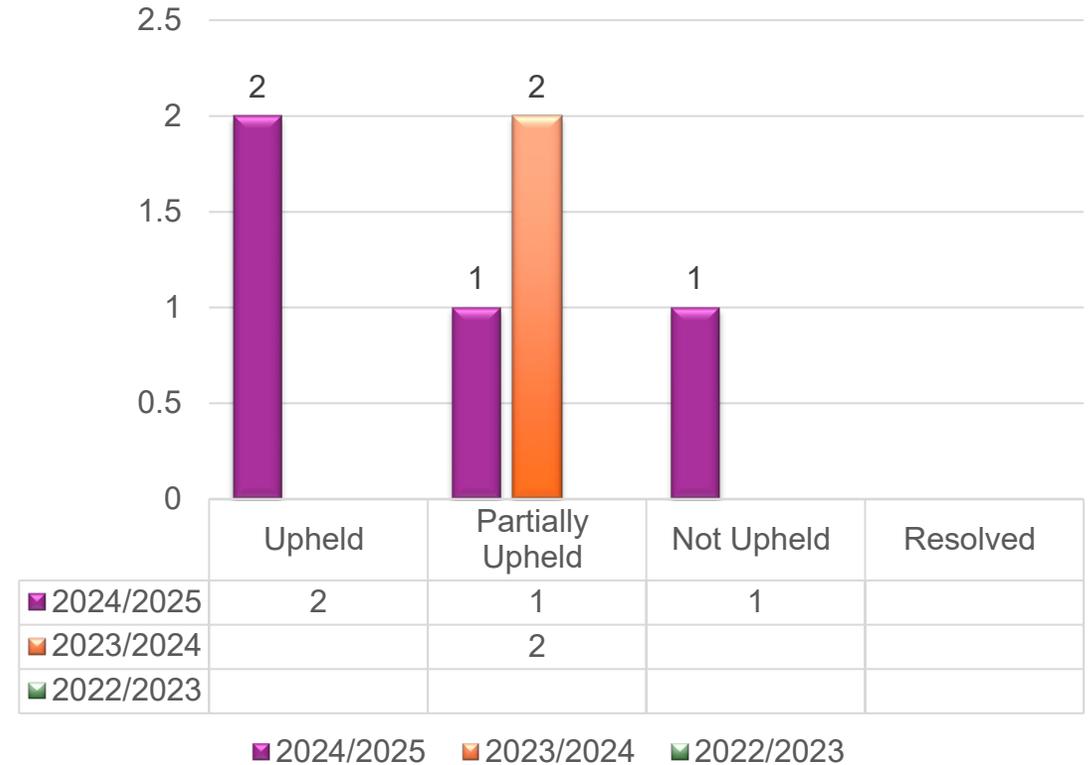
Quarter 04 - Complaints Received by Sub-Category
(previous Academic Years provided for comparison)



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
<p>Category 01: Customer Care</p> <p><u>Health and Safety</u> Under the Health and Safety subcategory, seven complaints were received from a group of learners affected by the possible closure of a workshop due to time restrictions for the completion of health and safety documentation.</p> <p><u>Levels of Guidance and Support (College wide)</u> A learner indicated a lack of support from a member of teaching staff and the impact on their studies.</p>	<p>Clarification was given to the learners regarding the necessity of completing the health and safety documentation. They were reassured that closing the workshop would be a last resort. The Curriculum Manager emphasised that they did not anticipate any workshop closures or impacts on the learners' final assessments. Apologies were extended for any distress caused. Additionally, the Curriculum Manager visited the class to provide further reassurance.</p> <p>The Senior Curriculum Manager provided an apology that they felt unsupported during their studies and advised that they and the Course Team would review processes as part of continuous improvement and quality enhancement. The learner had requested an assessment resit as part of their studies, and this was offered as part of the complaint resolution.</p>
<p>Category 03: Course Related</p> <p><u>Course Management</u> The concerns raised by a learner in this subcategory were in relation to the cancellation of classes, a lack of communication, and the impact on their studies.</p>	<p>The learner was issued with an apology for the disruption and any uncertainty caused. The Senior Curriculum Manager advised that the department would review their communication protocols and contingency planning to ensure all learners are promptly informed of any changes to their timetabled classes in the future.</p>