

A large, abstract teal graphic on the left side of the page, consisting of overlapping curved shapes that create a sense of depth and movement.

Complaints Report 2015/2016

Complaint Volumes

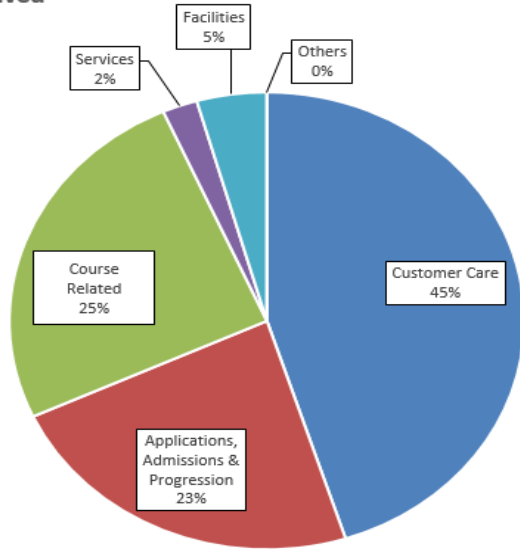
2015/2016

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD	
1.0	Total number of complaints received & complaints received per 100 population										
1.1	Number of complaints Received	26		15		28		22		91	
1.2/1a	College Population and Number of Complaints received per 100 population	13256	0.2	10369	0.1	10457	0.3	9697	0.2	13256	0.7
2.0	Number of complaints closed at each stage and as a % of all complaints closed										
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	22	84.6%	12	80.0%	19	67.9%	14	63.6%	67	73.6%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	3	11.5%	3	20.0%	8	28.6%	7	31.8%	21	23.1%
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	3.8%	0	0.0%	1	3.6%	1	4.5%	3	3.3%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage										
3.0	Stage 1										
3.1/3a	Number and % of complaints upheld at Stage 1	19	86.4%	9	75.0%	9	47.4%	9	64.3%	46	68.7%
3.3/3c	Number and % of complaints not upheld at Stage 1	3	13.6%	3	25.0%	10	52.6%	5	35.7%	21	31.3%
3.0	Stage2										
3.4/3d	Number and % of complaints upheld at Stage 2	2	66.7%	3	100.0%	6	75.0%	5	71.4%	16	76.2%
3.6/3f	Number and % of complaints not upheld at Stage 2	1	33.3%	0	0.0%	2	25.0%	2	28.6%	5	23.8%
3.0	Escalated										
3.7/3g	Number and % of complaints upheld after Escalation	1	100.0%	0	0.0%	0	0.0%	1	100.0%	2	66.7%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	1	100.0%	0	0.0%	1	33.3%
4.0	Total working days and average time in working days to close complaints at each stage										
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	113	5.1	53	4.4	83	4.4	88	6.3	337	5.0
4.2	Total working days and average time in working days to close complaints at Stage 2	64	21.3	66	22.0	129	16.1	171	24.4	430	20.5
4b	Escalation	78	78.0	0	0.0	19	19.0	16	16.0	113	37.7
5.0	Number and % of complaints closed within set timecales (S1=5 workings days; S2=20 working days ; Escalated = 20 working days)										
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	16	72.7%	11	91.7%	13	68.4%	7	50.0%	47	70.1%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	6	27.3%	1	8.3%	6	31.6%	7	50.0%	20	29.9%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	1	33.3%	1	33.3%	6	75.0%	0	0.0%	8	38.1%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	2	66.7%	2	66.7%	2	25.0%	7	100.0%	13	61.9%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%	1	100.0%	1	100.0%	2	66.7%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	33.3%
6.0	Number and % of complaints closed at each stage where extensions have been authorised										
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	3	50.0%	1	100.0%	6	100.0%	5	71.4%	15	75.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	3	50.0%	0	0.0%	0	0.0%	2	28.6%	5	25.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	100.0%	2	100.0%	2	100.0%	7	100.0%	13	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
6.6/6f	extension)	1	100.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%

Complaints Categories

2015/2016

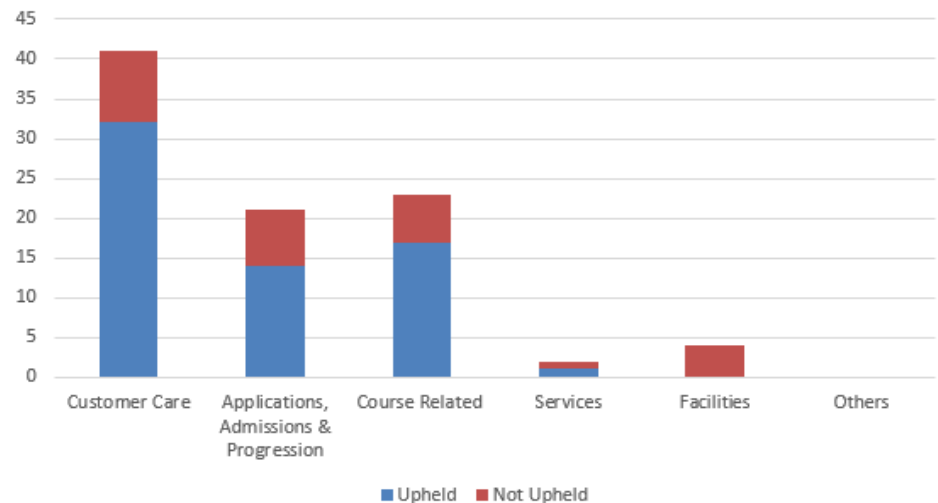
Complaints Received by Category



The chart on the right shows complaints received split by category and outcome. 78% of complaints in the Customer Care category were upheld, with 67% upheld in the Applications, Admissions & Progression category. In the Course Related category 74% of complaints were upheld.

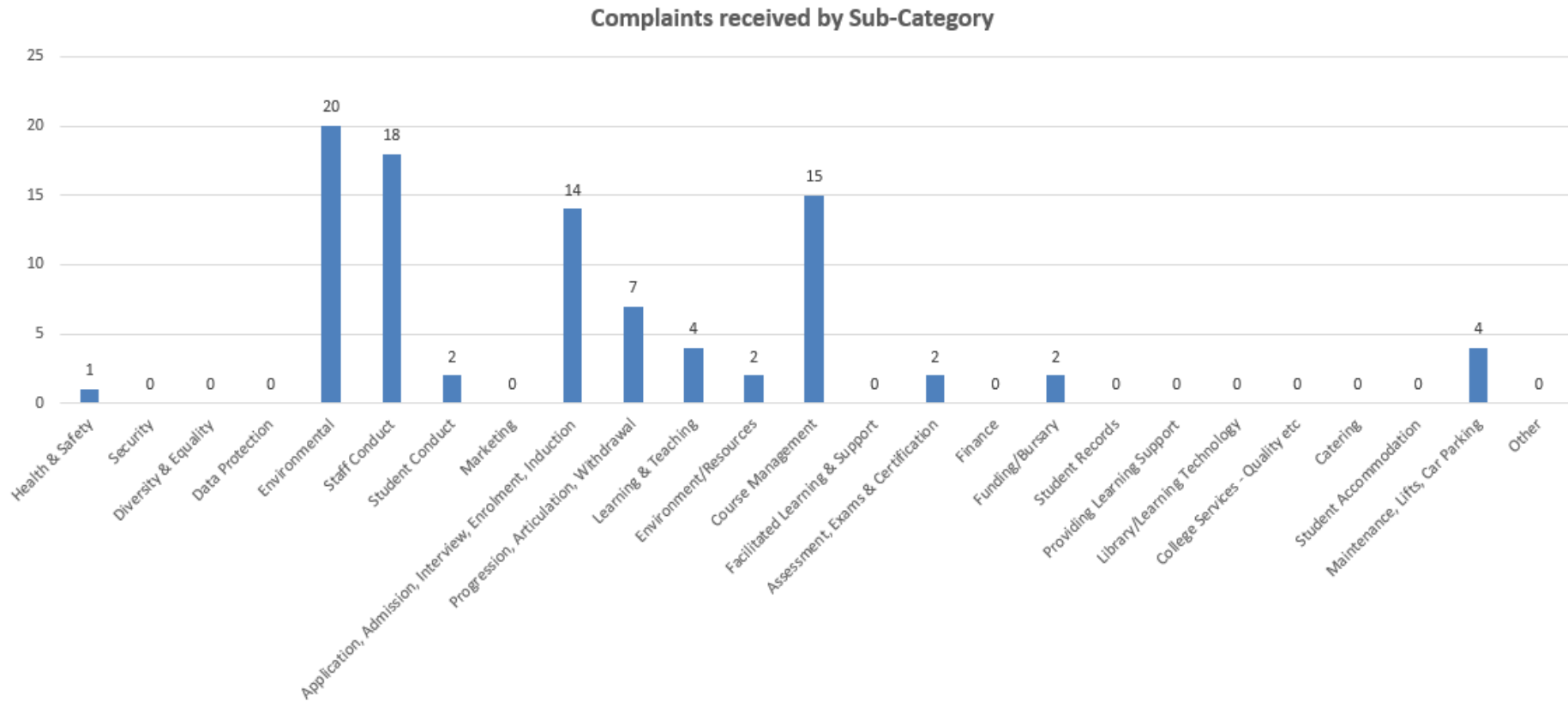
The chart on the left shows complaints received split by category. 41 out of 91 complaints received were in relation to Customer Care with 23 out of 91 being Course Related and a further 21 being about Applications, Admissions & Progression.

Complaints received by Category and Outcome



Complaints Sub Categories

2015/2016



A total of 91 complaints were received. The top 5 sub-categories were environmental; staff conduct; course management; application admission, interview, enrolment, induction and progression, articulation, withdrawal.