

**Complaints Handling First Quarter Report**

**August – October 2023**

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# Indicator 1: Total number of complaints received at Stages 1 & 2

|  |  |  |
| --- | --- | --- |
| **Quarter** | **Level 1 Complaints (includes escalated complaints** | **Level 2 Complaints** |
| August – October 2023 | 50 (7 escalated) | 3 |

# Indicator 2: The number and percentage of complaints at each stage which were closed within the set timescales of 5 & 20 working days

**Stage 1 closed within 5 working days:** 34 out of 43 closed complaints, (79%)

**Stage 2 closed within 20 working days**: 2 out of 3 closed complaints, (67%)

**Escalated closed within 20 working days**: 6 out of 7 closed (1 still open at 1/11/23) – 100%

# Indicator 3: The average time in working days for a full response to complaints at each stage

**Stage 1**: 4 working days

**Stage 2**: 14 working days

**Escalated:** 12.5 working days

# Indicator 4: The outcome of complaints at each stage

|  |  |  |  |
| --- | --- | --- | --- |
| **Complaint Outcome** | **Number of Stage 1 complaints and also as a % of all complaints closed at Stage 1** | **Number of Stage 2 complaints and also as a % of all complaints closed at Stage 2** | **Number of Escalated complaints and also as a % of all complaints closed after Escalation** |
| **Upheld** | 1 (2%) | 0 | 0 |
| **Partially upheld** | 25 (58%) | 1 (33.3%) | 1 (17%) |
| **Not upheld** | 4 (10%) | 1 (33.3%) | 5 (83%) |
| **Resolved** | 13 (30%) | 1 (33.3%) | 0 |

# Learning from Complaints (LFC)

During the first quarter of session 23/24 by completing an LFC we have helped improve services and delivery, some of the actions taken in response to complaints were:

* Kindness to neighbours’ posters circulated around campus and externally on fences around the houses that had complained about rubbish being thrown into their garden.

**Case Study**

**Complaint**: Student complained that their tutor was late and left the class unattended on separate occasions.

**What went wrong?** Staff member was under a lot of stress and did not handle the situation in the correct manner.

**Actions implemented**: HOS spoke with student and staff member to obtain more information. Student was provided reassurance from HOS that this would not happen again and also explained the extenuating circumstances surrounding this. Member of staff advised this could not happen again and was offered support if required.

# Customer satisfaction with the complaints process

Only 7 surveys were completed in the first quarter.

From the response dates, most of them were in completed around the strike action time so there was a lot of negative feedback. 1 overall positive outcome and feedback with regards to a non-strike complaint.

# Compliments

No compliments received in this quarter.