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**Complaints Handling Quarter 1 Report**

**August – October 2024**

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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 2024 | 27 (3 escalated) | 2 |

# 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:**  27 out 27 (100%)

**Stage 2 closed within 20 working days**: 2 out of 2 (100%)

**Escalated closed within 20 working days**: 1 out of 3\* (25%)

\*1 escalated complaint extended by 10 working days due to October break, closed in 30 days

\*1 escalated complaint remains open at 31/10/24

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

**Stage 1**: 3 working days

**Stage 2**: 17 working days

**Escalated:** 17.5 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** (1 open at 31/10/24) |
| **Upheld**  | 5 (21%) | 2 (100%) | 0 |
| **Partially upheld** | 3 (12) | 0 | 0 |
| **Not upheld** | 4 (17%) | 0 | 2 (75%) |
| **Resolved** | 12 (50%) | 0 | 0 |

# Learning from Complaints (LFC)

During the first quarter of session 24/25 by completing an LFC we have helped improve services and delivery, some of the actions taken in response to complaints were:

* Greater care taken to ensure that course start dates are consistent across all communications.
* New process for students requesting an urgent Council Tax Redemption letter

**Case Study**

**Complaint**: Student complained that there was discrimination in their application for their chosen course.

**Outcome:** Upheld

**What went wrong?** Inconsistencies in the processing of applications were identified that could negatively impact students holding international qualifications.

**Actions implemented**: A review of the full application process to be undertaken to ensure there is a consistent minimum process in place around reviewing prior qualifications.

# Customer satisfaction with the complaints process

No surveys were completed in the first quarter.

# Compliments

No compliments received in the first quarter.