

Complaints Handling Procedure Quarterly Report - Quarter 2 of 2022/23

This is the UHI Inverness Complaints Handling Procedure Quarterly Report for Quarter 2 of the 2022/23 Academic Year. The report examines collated data relating to **FE** complaints received within the period 1st November 2022 – 31st January 2023. At UHI Inverness, complaints data is regularly monitored and analysed to identify trends and to ensure that our services are improved.

Total number of FE complaints received	10
Number of complaints considered at the frontline resolution stage	10
Number of complaints closed at the frontline resolution stage within 5 working days	9
Number of complaints where an extension to the 5 working day timeline was authorised	1
Number of complaints upheld at the frontline resolution stage	0
Average time in working days to resolve complaints at the frontline resolution stage	2.9
Number of complaints considered at the investigation stage	0
Number of complaints resolved at the investigation stage within 20 working days	0
Number of complaints where an extension to the 20 working day timeline has been authorised	0
Number of complaints fully upheld at the investigation stage	0
Number of complaints partially upheld at the investigation stage	0
Average time in working days to resolve complaints at the investigation stage	0