

Complaints Handling Procedure Quarterly Report - Quarter 3 of 2022/23

This is the UHI Inverness Complaints Handling Procedure Quarterly Report for Quarter 3 of the 2022/23 Academic Year. The report examines collated data relating to **FE** complaints received within the period 1st February 2023 – 30th April 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	5
Number of complaints considered at the frontline resolution stage	5
Number of complaints closed at the frontline resolution stage within 5 working days	5
Number of complaints where an extension to the 5 working day timeline was authorised	0
Number of complaints upheld at the frontline resolution stage	1
Average time in working days to resolve complaints at the frontline resolution stage	4.4
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