

## Complaints Handling Procedure Quarterly Report - Quarter 1 of 2022/23

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

<b>Total number of FE complaints received</b>	<b>5</b>
Number of complaints considered at the frontline resolution stage	4
Number of complaints closed at the frontline resolution stage within 5 working days	3
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	3.5
Number of complaints considered at the investigation stage	2
Number of complaints resolved at the investigation stage within 20 working days	2
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	1
Average time in working days to resolve complaints at the investigation stage	20