

Complaints Handling Procedure Quarterly Report - Quarter 2 of 2018/19

This is the Inverness College UHI Complaints Handling Procedure Quarterly Report for Quarter 2 of the 2018 -19 Academic Year. The report examines collated data relating to **FE** complaints received within the period 1st November 2018 – 31st January 2019. At Inverness College UHI, complaints data is regularly monitored and analysed in order to identify trends and to ensure that our services are improved.

The following table presents figures on recorded FE complaints during the period 1st November 2018 – 31st January 2019:

Total number of FE complaints received	9
Number of complaints considered at the frontline resolution stage	5
Number of complaints closed at the frontline resolution stage within 5 working days	4
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	4.6
Number of complaints considered at the investigation stage	4
Number of complaints resolved at the investigation stage within 20 working days	3
Number of complaints where an extension to the 20 working day timeline has been authorised	1
Number of complaints fully upheld at the investigation stage	0
Number of complaints partially upheld at the investigation stage	2
Average time in working days to resolve complaints at the investigation stage	17