

Summary Report: Complaints 2025-26 (Q2)

Introduction

Complaints are received all year round from several different sources although the primary source tends to be from students. Complaints are received via a variety of mechanisms including direct emails, complaints forms and the Red Button. UHI Inverness uses the SPSO categories and sub-categories to classify complaints. The outcomes from complaint resolutions are reported to UHI (HE) and published on the UHI Inverness website (FE).

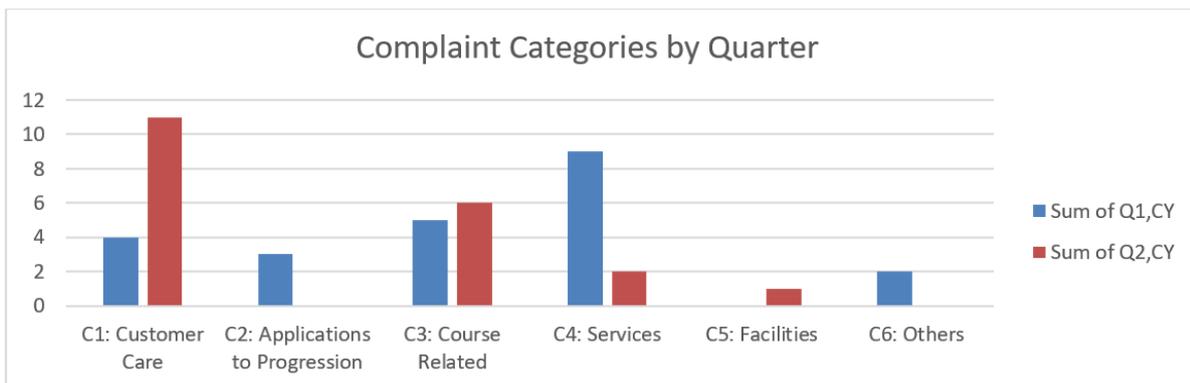
Complaints are grouped into quarters depending on the time of year in which they are received. The quarter dates are:

- Quarter 1 (Q1): August – end of October
- Quarter 2 (Q2): November – end of January
- Quarter 3 (Q3): February – end of April
- Quarter 4 (Q4): May – end of July

This report provides an overview of the complaint categories and outcomes in Quarter 2 of 2025–26.

Complaints by Category

The table below provides an overview of the total quarterly complaints received for each category in the current academic year.



The graphs below detail the sum of quarterly complaints received for each category in the current and previous academic years.

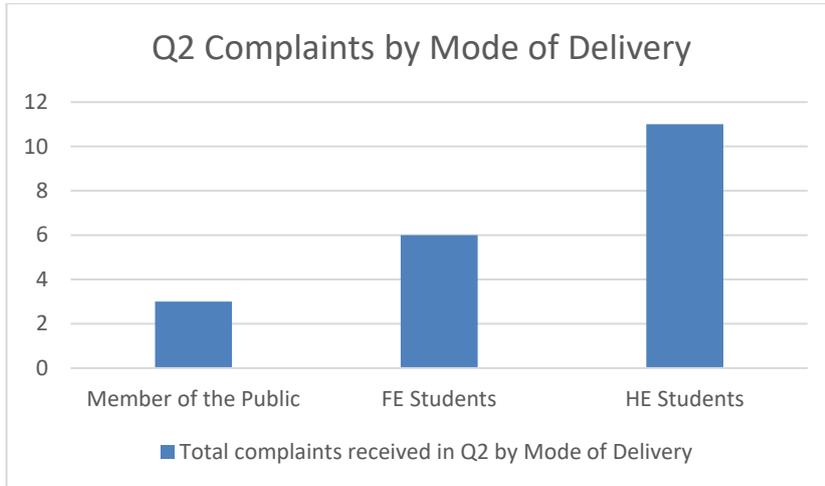
Customer Category:			
Current Year 2025/26 (Quarter)	YTD CY	Q1, CY	Q2, CY
C1: Customer Care	15	4	11
C2: Applications to Progression	3	3	0
C3: Course Related	11	5	6
C4: Services	11	9	2
C5: Facilities	1	0	1
C6: Others	2	2	0
TOTAL	43	23	20

Customer Category:					
Previous Year 2024/2025 (Quarter)	YTD	Q1	Q2	Q3	Q4
C1: Customer Care	11	5	6	0	0
C2: Applications to Progression	3	1	0	1	1
C3: Course Related	24	6	3	14	1
C4: Services	5	2	2	1	0
C5: Facilities	2	1	0	0	1
C6: Others	0	0	0	0	0
TOTAL	45	15	11	16	3

Summary:

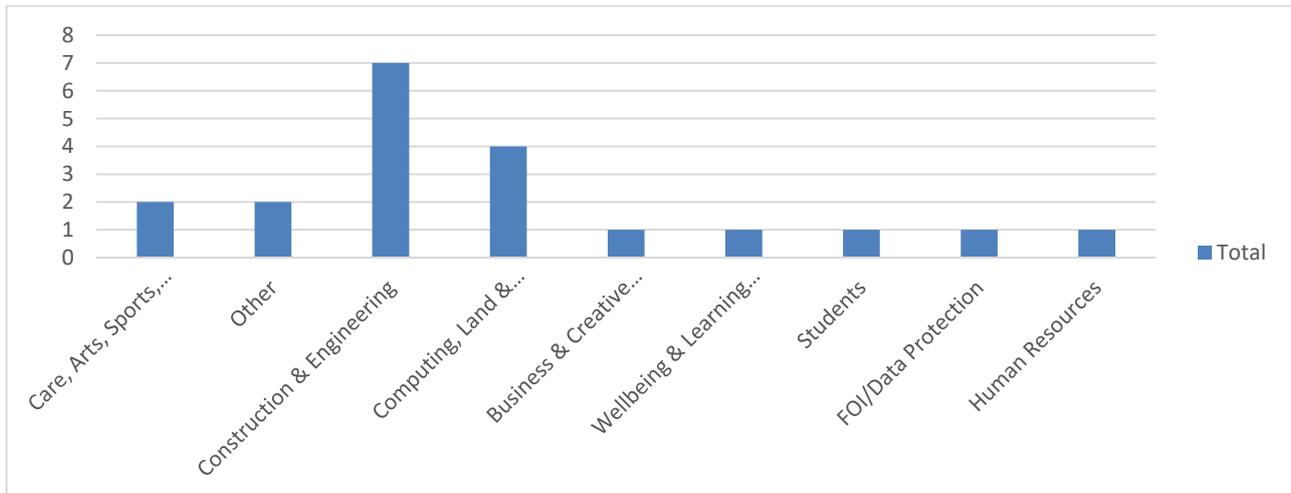
- A total of 20 complaints were received this year in Q2 compared to 11 in the same quarter last year.
- C1: Customer Care saw the most complaints this quarter with 11 complaints compared to six at the same time last year. Most complaints related to staff conduct, with one relating to student conduct and another involving both staff and student conduct.
- C3: Course Related complaints related to inappropriate staff conduct, PC issues, an unsuitable classroom, and a lack of communication regarding class schedules and structure.

Complaints by Mode of Delivery



Complaints by Department

The chart below shows the count of the areas the complaint relates to.



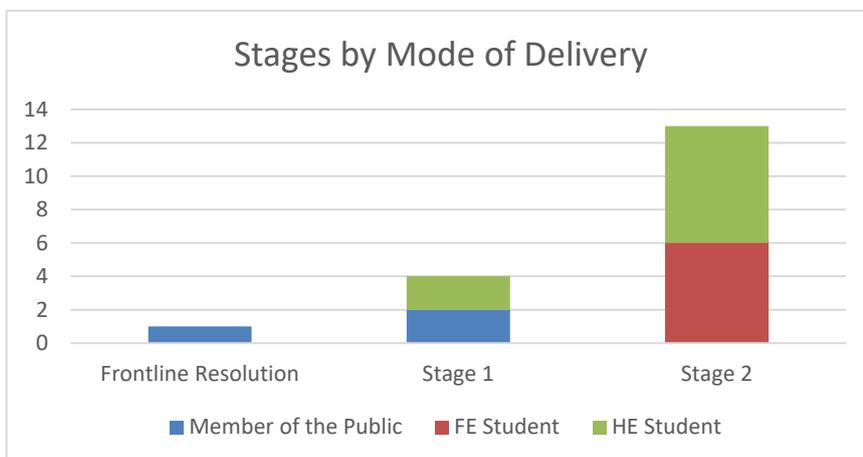
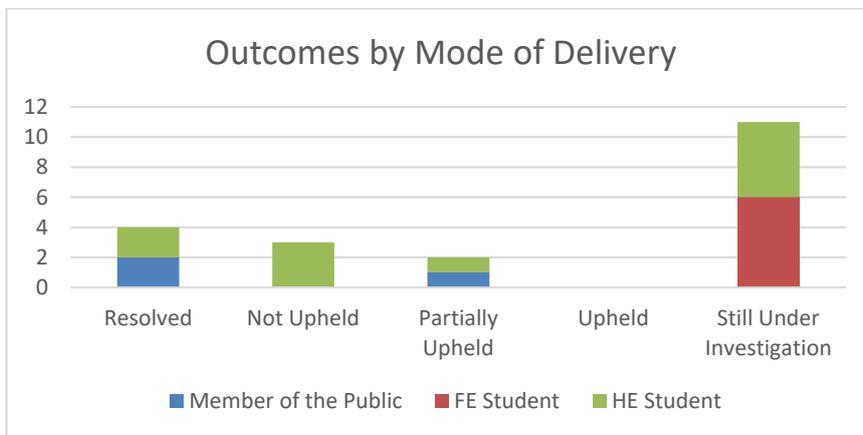
Construction & Engineering received the greatest number of complaints in Q2 with seven in total, with six relating to staff conduct and one regarding student conduct. Computing, Land & Science, and Education received four complaints across a range of circumstances. Care, Arts, Sport and Humanities received two complaints also about staff conduct.

Complaint Outcomes

The table below shows the breakdown in Stage 1 and Stage 2 complaints in Q2. It identifies whether they have been resolved, upheld, partially upheld, not upheld or other outcome, and differentiates between FE, HE, and Member of Public/Other.

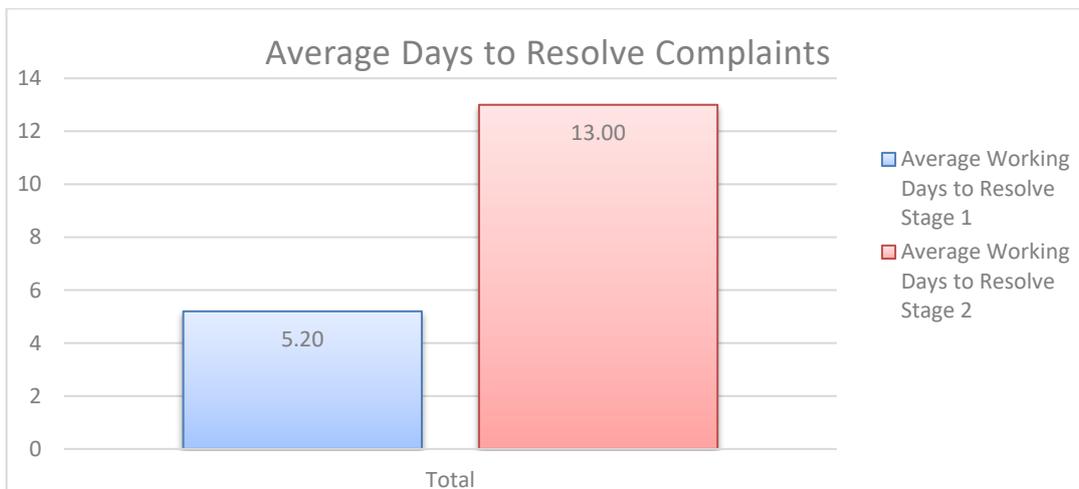
Four complaints were resolved and two were partially upheld, equating to 67% of the complaints received and closed in Q2. There are eleven complaints still under investigation.

Outcome	Frontline Resolution	Stage 1	Stage 2	Total
Not upheld	-	1	2	3
Partially upheld	-	2	-	2
Upheld	-	-	-	0
Resolved	3	1	-	4
Still under Investigation	-	-	11	11
Total	3	4	13	20



Complaint Timescales

SPSO guidelines state pre-defined timescales of a five working day turnaround for Stage 1 complaints. An extension of five working days to complete an investigation (where escalation to a Stage 2 is not required) is permissible for Stage 1 complaints, subject to approval from the Quality Manager. For a Stage 2 complaint the timeframe for completion is 20 working days. As part of the Stage 2 process, where the complaint is complex and may take longer than 20 working days, an extension can be authorised by the Quality Manager, should this happen updates must be provided to complainants.



The chart above displays the average number of days taken to determine a complaint outcome in Q2.

The range of days taken to resolve Stage 1 complaints in Q2 was between 2 – 11 days. For Stage 1 complaints, 75% were completed within the 5-day turnaround.

The range of days taken to resolve Stage 2 complaints in Q2 was between 5 – 21 days. Of the three Stage 2 complaints that were closed in Q2, 66% were closed off within the required timeframe.

A total of 11 complaints were still under investigation at the end of Q2.

Complaint Follow Up Survey

Within six weeks of receiving the complaint outcome, complainants are sent a link to a short survey (unless the complaint was received anonymously) asking them for feedback on their experience of the complaints process and to rate their satisfaction levels against thirteen aspects of the process. The survey is anonymous unless the complainant chooses to identify themselves.

Three responses were received in Q2. The outcomes from this small sample are summarised below:

- All complainants were aware of the complaints procedure before making a complaint, found the process easy to access, and were able to access information and assistance in making a complaint.
- Two complainants strongly agreed that their complaint was taken seriously, was thoroughly investigated, that they were kept informed during the process of investigation, and that they received a fair, objective, and clear response, and felt their complaint was closed off to their satisfaction. One complainant strongly disagreed with these points.
- One complainant expressed their hope that the outlined follow up actions for staff training would take place to prevent future instances from occurring.
- One complainant noted that they received great assistance from HISA.

Learning from Complaints

Complaints often result in reviews of processes and procedures, and they also allow us to identify opportunities for staff development. The Quality team continues to identify any learning points from each complaint to identify themes emerging. Programme and support teams use complaints as part of their evidence bank to inform their evaluative activities aimed at improving the student experience.

Below are examples of actions taken as a result of complaints received during Q2:

- Classroom adjustments, such as finding more suitable rooms or using areas away from busy or loud environments when using larger spaces
- Staff reminded of appropriate conduct in shared spaces and the importance of minimising disruption to classes
- PLSP meetings arranged for students with the Learning Support team
- Implementation of changes to the Careers Portal

Themes emerging from complaints in Q2

The main theme from complaints emerging in Q2 was by and large staff conduct. The issues include inappropriate and disrespectful conduct towards students, and a lack of perceived support, acknowledgment, and/or adequate communication.