

## Complaints Handling Quarterly Report - Academic Year 2016/17



Quarter Two 1st January 2017 to 31st March 2017

This report examines collated data relating to FE complaints

Data analysis and attention to emerging and continuing themes assist us to monitor and improve our services

Total number of FE complaints received	3
<b>Stage 1 - Frontline Resolution</b>	
Number of complaints closed at the frontline resolution stage	1
Number of complaints upheld at the frontline resolution stage	0
Number of complaints partially upheld at the frontline resolution stage	0
Number of complaints not upheld at the frontline resolution stage	0
Average time in working days to resolved complaints closed at the frontline resolution stage	7
Number of complaints closed at the frontline resolution stage (0 - 5 working days)	0
Number of complaints closed at the frontline resolution stage (6 - 10 working days)	1
Number of complaints closed at the frontline resolution stage (greater than 10 working days)	0
Number of complaints escalated from frontline resolution to investigation	0
<b>Stage 2 - Investigation</b>	
Number of complaints closed at investigation stage	0
Number of complaints upheld at investigation stage	0
Number of complaints partially upheld at investigation stage	0
Number of complaints not upheld at investigation stage	0
Average time in working days to resolved complaints closed at investigation stage	0
Number of complaints closed at investigation stage (0 - 20 working days)	0
Number of complaints closed at investigation stage (21 - 40 working days)	0
Number of complaints closed at investigation stage (greater than 40 working days)	0
<b>Stage 2 - Investigation (following escalation from Stage 1)</b>	
Number of complaints closed at investigation stage	0
Number of complaints upheld at investigation stage	0
Number of complaints partially upheld at investigation stage	0
Number of complaints not upheld at investigation stage	0
Average time in working days to resolved complaints closed at investigation stage	0
Number of complaints closed at investigation stage (0 - 20 working days)	0
Number of complaints closed at investigation stage (21 - 40 working days)	0
Number of complaints closed at investigation stage (greater than 40 working days)	0