

COMPLAINT RESPONSE TIMES

The College measures its performance in responding to complaints against targets set for each stage of the Complaint Handling Procedure.

There are three stages – Stage 1 (Frontline), Stage 2 (Investigation) and Escalated, i.e. those complaints which are escalated from Stage 1 to Stage 2. The targets set for each stage are set on working days (wd) and the targets are as follows –

Stage 1	<= 5 wd	Stage 2	<=20 wd	Escalated	< =20 wd
---------	---------	---------	---------	-----------	----------

Month

The College received 11 complaints in February.

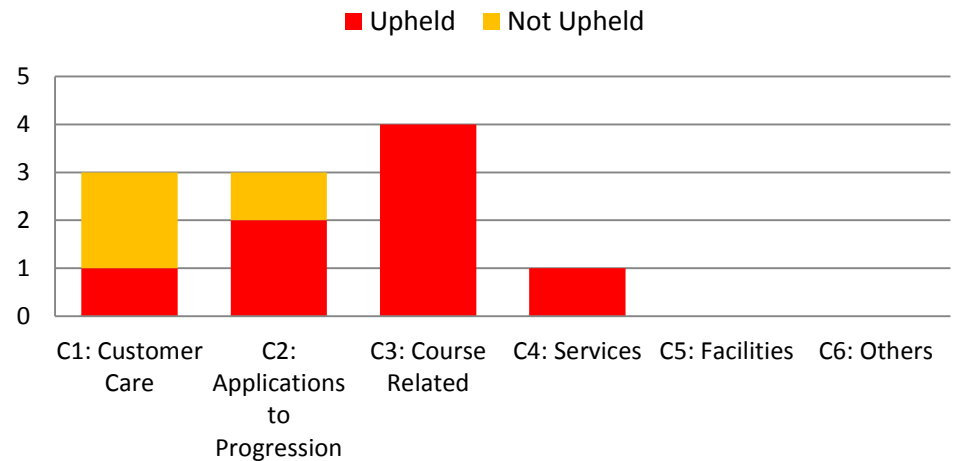
Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	7	6	86%	4.1
Stage 2	2	2	100%	20.0
Escalated	2	1	50%	20.5

Year-to-date

The College has received 107 complaints year-to-date compared with 95 in the same period last year representing an increase of 13%.

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	93	74	80%	4.0
Stage 2	9	8	89%	16.7
Escalated	5	4	80%	18.8

Complaints Outcomes by Category February 2017



Complaint Categories 2016/17 vs 2015/16

