

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
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Month

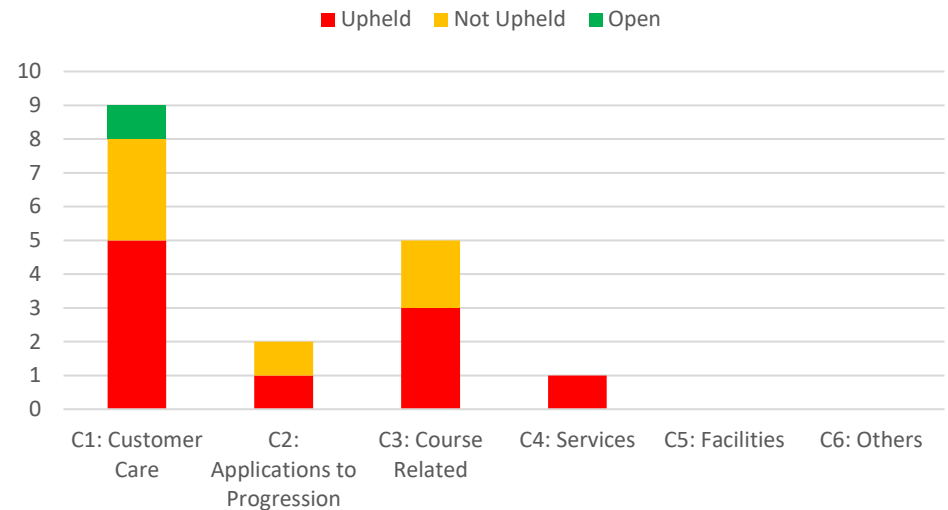
The College received 17 complaints in November 2018

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	13	10	90%	4.3
Stage 2	2	2	100%	16.0
Escalated	1	1	100%	19.0
Open	1	-	-	-

Year-to-date

The College has received 50 complaints year-to-date compared with 68 in the same period last year representing a decrease of 27%.

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	41	17	83%	4.5
Stage 2	5	4	80%	18.8
Escalated	2	2	100	17.5
Open	2			

Complaints Received by Category Nov 2018**Complaint Categories 2018/19 vs 2017/18**