

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 9 complaints in April 2019.

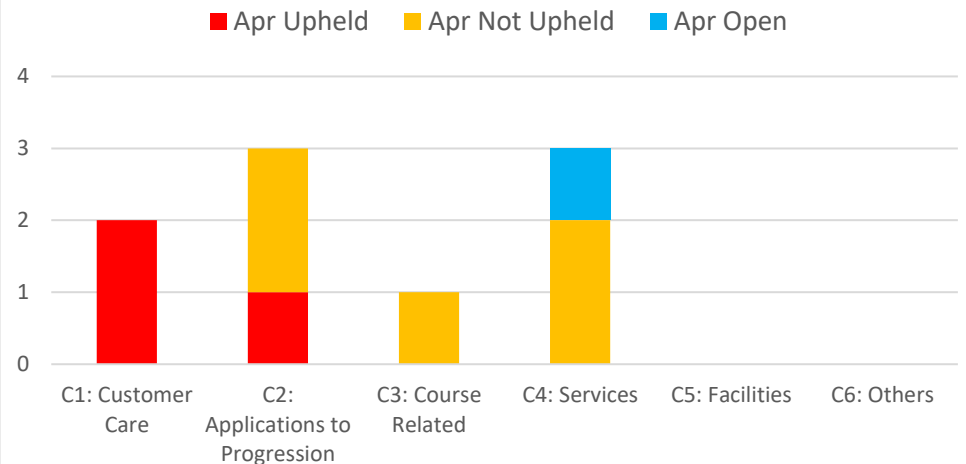
Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	6	5	83%	3.8
Stage 2	2	2	100%	13.5
Escalated	-	-	-	-
Open	1	-	-	-

Year-to-date

The College has received 116 complaints year-to-date compared with 137 in the same period last year representing a decrease of 15%.

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	95	80	84%	4.2
Stage 2	11	8	73%	18.5
Escalated	6	5	83%	15.0
Open	4	-	-	-

Complaint Outcomes by Category APR 2019



Complaint Categories 2018/19 vs 2017/18

