

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 21 complaints in February 2018

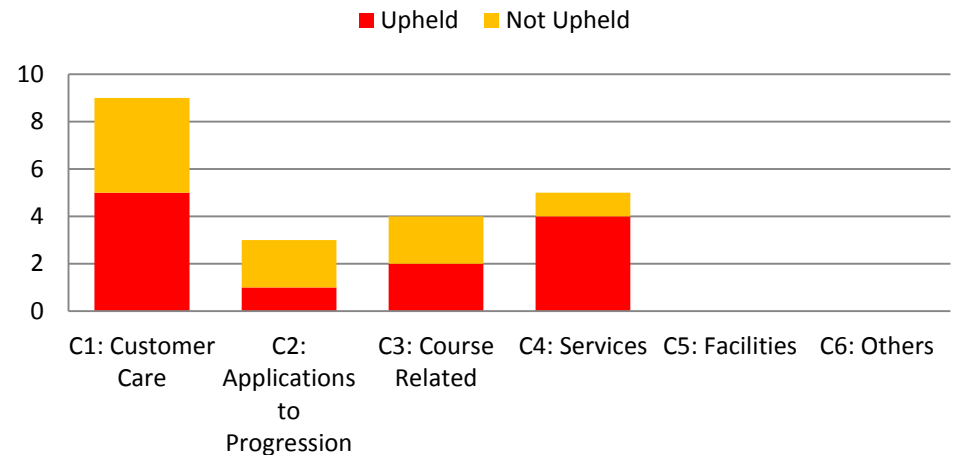
Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	20	12	60%	6.4
Stage 2	0	0	-	-
Escalated	1	0	0%	21.0

Year-to-date

The College has received 110 complaints year-to-date compared with 107 in the same period last year representing an increase of 3%.

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	88	59	67%	5.4
Stage 2	15	11	73%	17.2
Escalated	7	4	57%	18.4

Complaint Outcomes by Category Feb 2018



Complaint Categories 2017/18 vs 2016/17

