Complaints Handling Procedure

Quarter 3, 2025/26 Report (1st February to 30th April 2026)

21st July 2026

Contents

1 Performance Indicators P1-P6 (quantitative measures)
2 Performance Indicator P7: Customer Satisfaction
3 Performance Indicator P8: Learning from Complaints

1. PERFORMANCE INDICATORS: P1-P6

	PERFORMANCE INDICATORS	2025/26 (Q3)		2025/26 (YTD)		2024/25 (YTD)	
1.0	**Total number of complaints received & complaints received per 100 population**						
	Number of complaints Received	17	%	43	%	43	%
	College Population and Number of Complaints received per 100 population	25000	0.1	25000	0.17	25000	0.17
2.0	**Number of complaints closed at each stage and as a % of all complaints closed**						
	Number of complaints closed at Stage 1 and % of total closed	13	76.5%	32	74.4%	30	71.4%
	Number of complaints closed at Stage 2 and % of total closed	4	23.5%	8	18.6%	11	26.2%
	Number of Complaints closed after Escalation and % of total closed	0	0.0%	3	7.0%	1	2.4%
	Open	0	0.0%	0	0.0%	0	0.0%
3.0	**Number of Complaints upheld and not upheld at each stage as a % of complaints closed at that stage**						
	Stage 1						
	Number and % of complaints upheld at Stage 1	0	0.0%	2	6.2%	0	0.0%
	Number and % of complaints not upheld at Stage 1	6	46.2%	13	40.6%	9	30.0%
	Number and % of complaints partially upheld at Stage 1	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints resolved at Stage 1	7	53.8%	18	56.2%	21	70.%
	Stage 2						
	Number and % of complaints upheld at Stage 2	1	25.0%	1	12.5%	2	18.2%
	Number and % of complaints not upheld at Stage 2	1	25.0%	2	25.0%	6	54.5%
	Number and % of complaints partially upheld at Stage 2	1	25.0%	3	37.5%	0	0.0%
	Number and % of complaints resolved at Stage 2	1	25.0%	1	12.5%	3	27.3%
	Escalated						
	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%
	Number and % of complaints not upheld after Escalation	0	0.0%	2	66.7%	1	100.0%
	Number and % of complaints partially upheld after Escalation	0	0.0%	1	33.3%	0	0.0%
	Number and % of complaints resolved after Escalation	0	0.0%	0	0.0%	0	0.0%

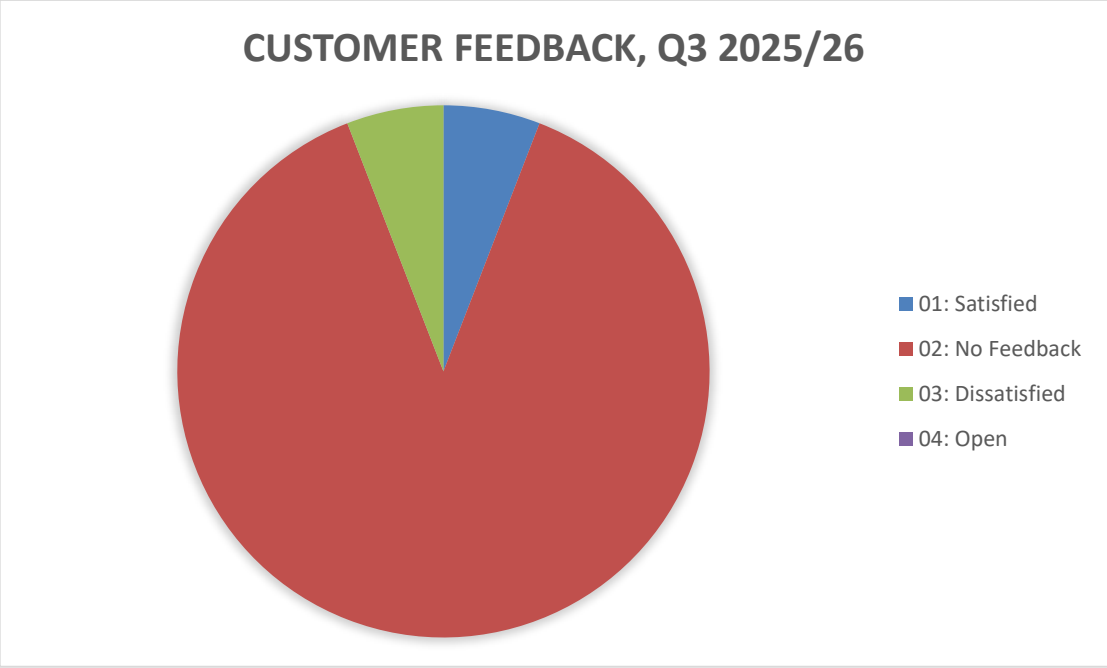
1.0	Overall number of complaints YTD remains the same at 43.
2.0	Complaints closed at Stage 1 increased slightly by 6% from 30 to 32.
3.0	Complaints were mainly (54%) resolved at Stage 1. At Stage 2 there was an equal number of complaints upheld and not upheld (25%).

Stage 1 complaints are frontline resolution complaints requiring little or no investigation and are concluded within 5 working days. Stage 2 complaints are full investigation complaints and are concluded within 20 working days. Escalated complaints refer to complaints that have been investigated at Stage 1, but the complainant has remained unsatisfied and further investigation at Stage 2 is required.

	PERFORMANCE INDICATORS	2025/26 (Q3)		2025/26 (YTD)		2024/25 (YTD)	
4.0	**Total working days and average time in working days to close complaints at each stage**						
	Total working days and average time in working days to close complaints at Stage 1	76	5.8	144	4.5	138	4.6
	Total working days and average time in working days to close complaints at Stage 2	91	22.7	196	24.5	253	23.0
	Total working days and average time in working days to close complaints after Escalation	0	0.0	71	23.7	40	40.0
5.0	**Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)**						
	Number and % of Stage 1 complaints closed within 5 working days	8	61.5%	26	81.2%	28	93.3%
	Number and % of Stage 1 complaints not closed with 5 working days	5	38.5%	7	21.9%	2	6.7%
	Number and % of Stage 2 complaints closed within 20 working days	3	75.0%	4	50.0%	5	45.5%
	Number and % of Stage 2 complaints not closed within 20 working days	1	25.0%	4	50.0%	6	54.5%
	Number and % of Escalated complaints closed within 20 working days	0	0.0%	2	66.7%	0	0.0%
	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	1	33.3%	1	100.0%
6.0	**Number and % of complaints closed at each stage where extensions have been authorised**						
	Number and % of Stage 1 complaints closed within 10 working days (extension)	4	80.0%	6	85.7%	2	100.0%
	Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	20.0%	1	14.3%	0	0.0%
	Number and % of Stage 2 complaints closed within 40 working days (extension)	1	100.0%	3	75.0%	5	83.3%
	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	1	16.7%
	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0%	1	100.0%	1	100.0%
	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	0	0.0%

4.0	The average response time of Stage 1 complaints in Q3 this year (5.8 wds) is slightly higher compared to Q3 last year (5.2wds).
5.0	The majority of Stage 1 complaints were closed within 5 working days (61.5%). The majority of Stage 2 complaints were also closed within 20 working days (75%). This is an improvement from last year whereby all Stage 2 complaints required an extension.
6.0	The majority of complaints requiring an extension were closed within the extension deadline.

2. PERFORMANCE INDICATOR P7: CUSTOMER SATISFACTION



Session	% Satisfied	% Feedback	% Upheld
2025/26 Q3	5.9%	11.8%	5.9%
2025/26 YTD	7.0%	27.9%	7.0%
2024/25 YTD	8.3%	20.0%	4.7%

- The adjacent graph shows results for YTD Q3 2025/26.
- The percentage of complainants satisfied in the manner that complaints were handled has decreased to 5.9% compared with 9.1% for the same period last year. The majority of complaints (88.2%) handled in Q3 2025/26 received no feedback from the complainants.

3. PERFORMANCE INDICATOR P8: LEARNING FROM COMPLAINTS

3.1 COMPLAINT REPORTING

Complaint Reports are prepared on a Quarterly basis for the purpose of review by the College's Senior Management Team and Executive Leadership Team. The Quarterly Reports are published on the College website. An Annual Complaint Report is prepared for the purpose of review by the College's Senior Management Team and Executive Leadership Team and approval by the College Board for publishing to the College website.

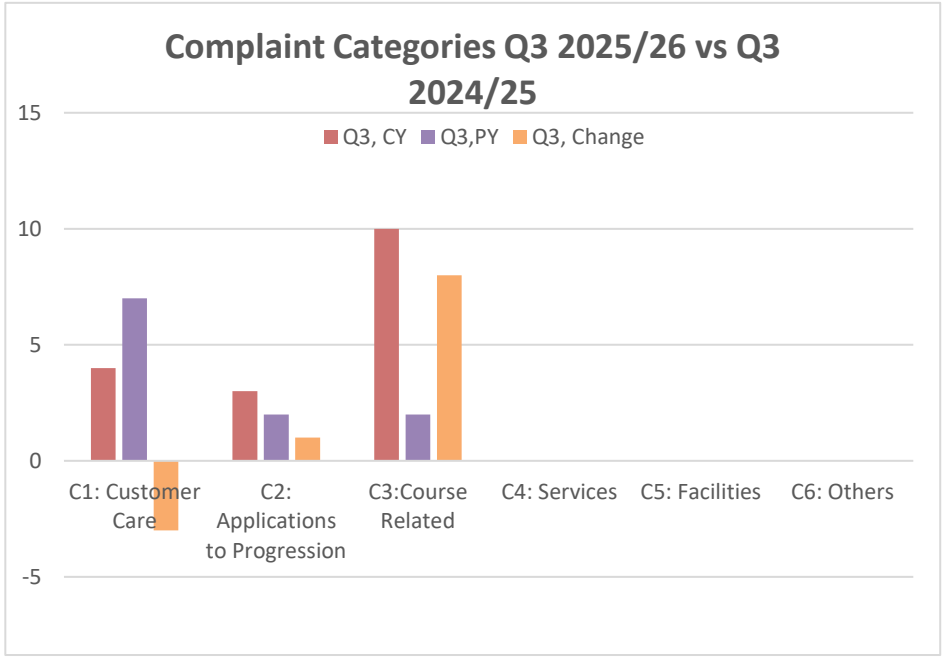
3.2 COMPLAINT CATEGORIES

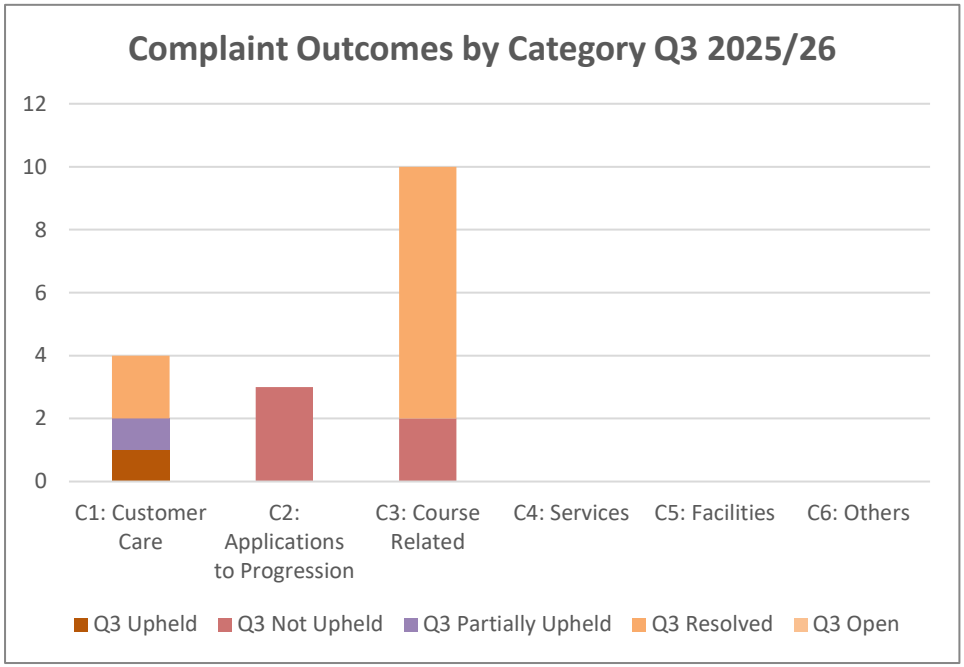
The College has implemented the standardised complaint Categories and Sub-categories developed by the Complaint Handling Advisory Group (College Development Network).

CATEGORIES	SUB-CATEGORIES
C1: Customer Care	C1S01: Health & Safety, C1S02: Security, C1S03: Diversity & Equality, C1S04: Data Protection C1S05: Environmental, C1S06: Staff Conduct, C1S07: Student Conduct, C1S99: Other
C2: Applications to Progression	C2S01: Marketing, C2S02: Application, Admission, Interview, Enrolment & Induction, C2S03: Progression, Articulation, Withdrawal, C2S99: Other
C3: Course Related	C3S01: Learning & Teaching, C3S02: Environment / Resources, C3S03: Course Management C3S04: Facilitated Learning & Support, C3S05: Assessment, Exams & Certification, C3S99: Other
C4: Services	C4S01: Finance, C4S02: Funding / Bursary, C4S03: Student Records, C4S04: Providing Learning Support C4S05: Library / Learning Technology, C4S06: Quality etc., C4S99: Other
C5: Facilities	C5S01: Catering, C5S02: Student Accommodation, C5S03: Maintenance, Lifts, Car Parking C5S99: Other
C6: Others	C6S01: Industrial Dispute, CS602: Others

3.3 COMPLAINTS RECEIVED BY CATEGORY AND COMPLAINT OUTCOMES

The College has adopted the standardised Complaint Categories and Sub-Categories developed by the College Development Network's Complaint Handling Advisory Group.

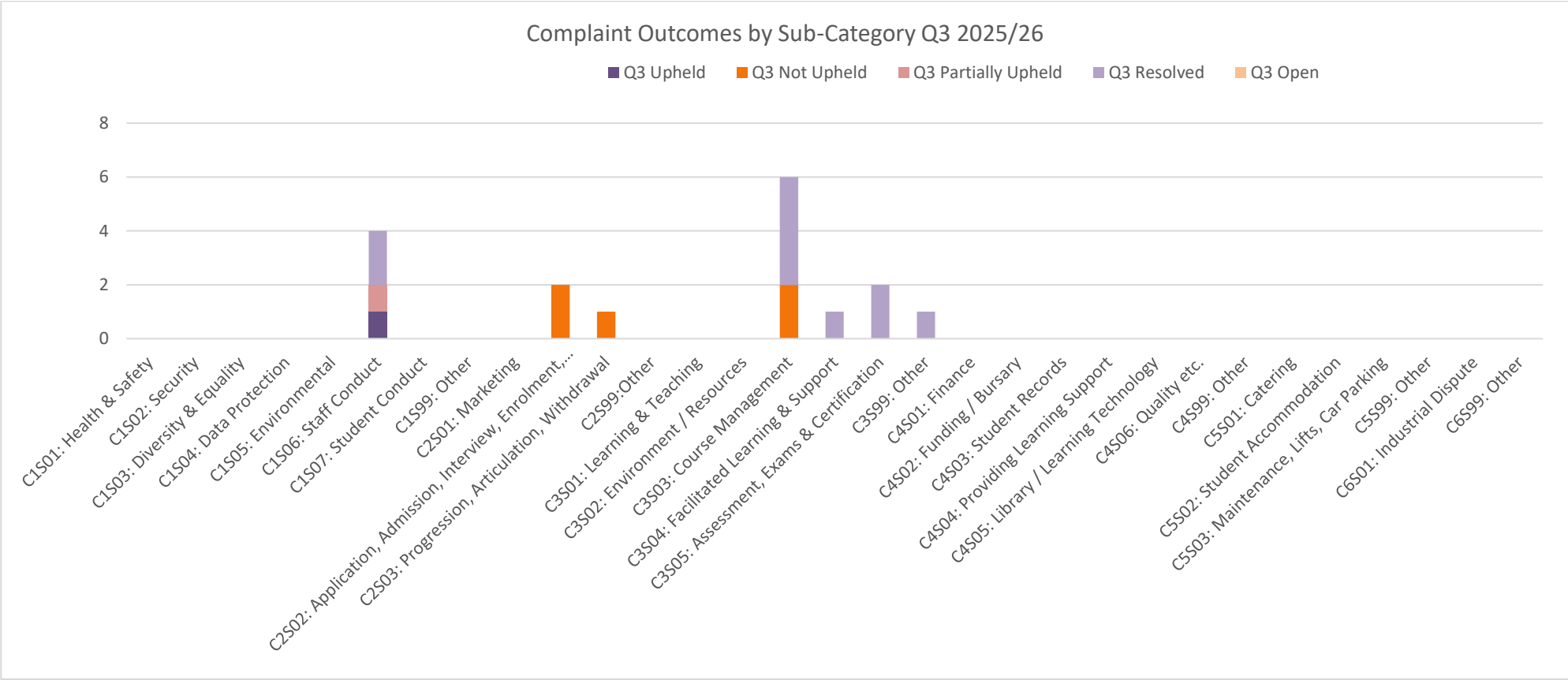




In Q3 this year 17 complaints were received, 1 greater than the same period of the previous year. There was a decrease in Customer Care related complaints and an increase in Applications to Progression and Course Related complaints.

There was 1 complaint upheld this quarter, 5 not upheld, 1 partially upheld and 10 resolved. Most complaints were either Course Related or Customer Care related, representing 82% of all complaints received in Q3. 0 complaints were received for Services, Facilities and Others.

Q3 2025/26	Customer Care	4 (23%)	Applications to Progression	3 (18%)	Course Related	10 (59%)	Services	0 (0%)	Facilities	0 (0%)	Others	0 (0%)
Q3 2024/25	Customer Care	6 (38%)	Applications to Progression	1 (6%)	Course Related	7 (44%)	Services	0 (0%)	Facilities	1 (6%)	Others	1 (6%)



3.4 COMPLAINT THEMES AND LEARNING FROM COMPLAINTS

CUSTOMER CARE Received: 4 Upheld: 1

C1S06: Staff Conduct

A parent of a student made a safeguarding and Equality Act complaint, regarding the conduct of a member of staff. Complaint was upheld and recommendations were made to the relevant Curriculum Head to improve practice in relation to PLSPs going forward.

Students complained about alleged communication from lecture that offended students. Complaint was partially upheld: the intention was not to cause offense, but it was recognised that differing opinions occurred. Apologies were made and lecturer reminded to be mindful of language used in classes.

APPLICATIONS TO PROGRESSION Received: 3 Upheld: 0

C2S02: Application, Admission, Interview, Enrolment, Induction

An applicant complained that the interview process was unfair and that the interviewer was treating them differently due to their gender. Complaint was not upheld: there was no evidence found to support that applicant was treated differently than other applicants however, Faculty were asked to consider in the future ensuring to clarify students' expectations for privacy prior to interview and support this where possible.

COURSE RELATED Received: 10 Upheld: 0

C3S03: Course Management

Student complained about a delay in receiving grades from assessments that were handed in months prior. They have also complained about only having one 1-1 guidance meeting throughout the course so far. Complaint was resolved: Curriculum Head provided complainant with timelines to better manage expectations, and this will be provided for future students.

Client complained on behalf of apprenticeship students with regards to coursework not being marked timely. Complaint was resolved and issues raised were addressed and recommendations were made for future courses.

C3S05: Assessment, Exams & Certification
Student complained about conditions of resit exams not being in line with expectations. Complaint was resolved: staff were reminded of appropriate exam conditions for resit exams.

C3S99: Other
Student applicant complained that they had yet to receive their refund following the cancellation of their course. Complaint was resolved and refund was issued.