

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 4 complaints in March 2026. 2 further complaints were received that were dealt with informally prior to Stage 1.

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	3	2	80%	5.3
Stage 2	1	0	0%	37.0
Escalated	0	-	-	-
Open	0	-	-	-

Year-to-date

The College has received 45 complaints year-to-date compared with 47 in the same period last year representing a slight decrease of 4.3%.

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	31	25	81%	3.6
Stage 2	11	8	73%	20.9
Escalated	3	2	67%	23.7
Open	0	-	-	-

