

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 6 complaints in May 2025.

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	3	3	100%	4.0
Stage 2	2	1	50%	23.5
Escalated	1	1	100%	14.0
Open	0	-	-	-

Year-to-date

The College has received 49 complaints year-to-date remaining consistent with 49 in the same period last year.

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	34	31	91%	5.3
Stage 2	14	6	43%	21.4
Escalated	1	0	0%	40.0
Open	0	-	-	-

