

Complaints Handling Procedure Annual Report –2023/24

This is the UHI Inverness Complaints Handling Procedure Quarterly Report for the 2023/24 Academic Year. The report examines collated data relating to **FE** complaints received within the period 1st August 2023 – 31st July 2024.

Complaints are received all year round from several different sources although the primary source tends to be from students. Complaints are received via a variety of mechanisms including direct emails, complaints forms and the Red Button.

Complaints often result in reviews of processes and procedures, and they also allow us to identify opportunities for staff development. The Quality team continues to identify any learning points from each complaint in order to identify themes emerging. Programme and Professional Services teams use complaints as part of their evidence bank to inform their evaluative activities aimed at improving the student experience.

Complaint Outcome Summary	Numbers	Outcomes as % of total Stage 1, escalated or Stage 2
Total number of FE complaints received	18	
Number of complaints considered at the frontline resolution stage (stage 1)	10	
Number of complaints closed at the frontline resolution stage within 5 working days	7	
Number of complaints where an extension to the 5 working day timeline was authorised	3	
Number of complaints with a resolved outcome at the frontline resolution stage	3	30%
Number of complaints upheld at the frontline resolution stage	2	20%
Number of complaints partially upheld at the frontline resolution stage	2	20%
Number of complaints not upheld at the frontline resolution stage	2	20%
Number of complaints escalated to the investigation stage (stage 2)	1	10%
Average time in working days to confirm the complaint outcome at the frontline resolution stage	4.5	

UHI | INVERNESS

Number of complaints escalated from stage 1 to the investigation stage (stage 2) <small>Escalated complaints are those that have been considered at Stage 1 and moved to Stage 2 at the customer's request or because they have exceeded the maximum of ten working days at Stage 1</small>	1	
Number of escalated complaints with a confirmed outcome at the investigation stage within 20 working days	1	
Number of escalated complaints where an extension to the 20 working day timeline has been authorised	0	
Number of escalated complaints with a resolved outcome at the investigation stage	0	0%
Number of escalated complaints fully upheld at the investigation stage	1	100%
Number of escalated complaints partially upheld at the investigation stage	0	0%
Number of escalated complaints not upheld at the investigation stage	0	0%
Number of escalated complaints that were withdrawn	0	0%
Average time in working days to confirm the outcome of an escalated complaint	18	
Number of complaints entered directly at the investigation stage (stage 2)	8	
Number of complaints with a confirmed outcome at the investigation stage within 20 working days	6	
Number of complaints where an extension to the 20 working day timeline has been authorised	2	
Number of complaints with a resolved outcome at the investigation stage	0	0%
Number of complaints fully upheld at the investigation stage	4	50%
Number of complaints partially upheld at the investigation stage	4	50%
Number of complaints not upheld at the investigation stage	0	0%
Average time in working days to confirm the outcome at the investigation stage	18	