



## Complaints Handling Procedure Quarterly Report

### 1. Introduction

This is the Orkney College Complaints Handling Procedure Quarterly Report. The report examines collected data relating to **FE** complaints received within the period 1<sup>st</sup> April 2016 to 30<sup>th</sup> June 2016. Data analysis and attention to emerging and continuing themes assists us to monitor and improve our services.

### 2. Overview of Complaints

The following table presents figures on complaints recorded during the period 1<sup>st</sup> April 2016 to 30<sup>th</sup> June 2016.

Total number of FE complaints received	0
Number of complaints considered at the frontline resolution stage	0
Number of complaints closed at the frontline resolution stage within 5 working days	0
Number of complaints where an extension to the 5 working day timeline was authorised	0
Number of complaints upheld at the frontline resolution stage and all complaints closed at this stage	0
Average time in working days to resolve complaints at the frontline resolution stage	0 days
Number of complaints considered at the investigation stage	0
Number of complaints resolved at the investigation stage within 20 working days	0
Number of complaints where an extension to the 20 working day timeline has been authorised	0
Number of complaints fully upheld at the investigation stage	0
Number of complaints partly upheld at the investigation stage	0
Average time in working days to resolve complaints at the investigation stage	n/a