



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 1st July 2016 to 30th September 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 1st July 2016 to 30th September 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