

### 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 –

<b>Stage 1</b>	<= 5 wd	<b>Stage 2</b>	<=20 wd	<b>Escalated</b>	< =20 wd
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#### Month

The College received 7 complaints in April 2024. 5 of these complaints 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	2	2	100%	3.5
Stage 2	0	-	-	-
Escalated	0	-	-	-
Open	0	-	-	-

#### Year-to-date

The College has received 49 complaints year-to-date compared with 52 in the same period last year representing a slight decrease of 6%.

Stage	No. of Complaints	Closed out on Target	% closed on Target	Average Response time (wd)
Stage 1	39	35	89%	4.4
Stage 2	9	4	44%	31
Escalated	1	0	0%	31
Open	0	-	-	-

