

Summary Report: Complaints 2024-25 (Quarter 1)

Introduction

Complaints are received all year round from several different sources. Complaints are received via a variety of mechanisms including direct emails, complaints forms, direct discussions with staff and the Red Button. UHI Argyll uses the SPSO categories and sub-categories to classify complaints. The outcomes from complaint resolutions are reported to UHI (HE) and published on the UHI Argyll website (FE).

Complaints are grouped into quarters depending on the time of year in which they are received. The quarter dates are:

- Quarter 1 (Q1): August – end of October
- Quarter 2 (Q2): November – end of January
- Quarter 3 (Q3): February – end of April
- Quarter 4 (Q4): May – end of July

This report provides an overview of the complaint categories and outcomes in Quarter 1 of 2024-25.

UHI Argyll FE Complaints 2024-25: Quarter 1	Q1
Total number of complaints considered at FE	1
Number closed at stage 1 within 5 working days	1
Number closed at stage 1 in more than 5 working days	0
Number closed at stage 2 within 20 working days	n/a
Number closed at stage 2 in more than 20 working days	n/a
Average number of days to close stage 1	5
Average number of days to close stage 2	n/a
Number of complaints open/outstanding for period	0

Complaints by Category

The tables below detail the sum of quarterly complaints received for each category in the current year.

Customer Category: Current Year 2024-25 (Quarter 1)	Q1	Q2	Q3	Q4
C1: Customer Care				
C2: Admissions and Enrolment and progression				
C3: Curriculum and Teaching related	1			
C4: Health and Safety				
C5: Equality and Diversity				
C6: Data Protection				
C7: Student Conduct				
C8: Staff Conduct				
Total	1			

Summary:

- A total of 1 complaint was received in Q1 this year.
- This complaint related to communication issues between the student and the lecturer.

Learning from Complaints in Q1

Below is the action reviewed as a result of complaints received during Q1:

- Review of communication techniques and requirements for timely and accurate passing of information between lecturers and students.