

## Summary Report: Complaints 2025-26 (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 3 of 2025–26.

UHI Argyll FE Complaints 2025_26: Quarter 1	Q1
Total number of complaints considered at FE	2
Number closed at stage 1 within 5 working days	1
Number closed at stage 1 in more than 5 working days	1
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	7
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 and previous academic year.

Customer Category: Current Year 2025/26 (Quarter 1)	Q1	Q2	Q3	Q4
<b>C1: Customer Care</b>	2			
<b>C2: Admissions and Enrolment and progression</b>				
<b>C3: Curriculum and Teaching related</b>				
<b>C4: Health and Safety</b>				
<b>C5: Equality and Diversity</b>				
<b>C6: Data Protection</b>				
<b>C7: Student Conduct</b>				
<b>C8: Staff Conduct</b>				
<b>Total</b>	<b>2</b>			

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

<b>C8: Staff Conduct</b>				
<b>Total</b>	<b>1</b>			

## Summary:

- A total of 2 complaints were received in Q1 this year, compared to 1 in the same quarter last year.
- Of the complaints raised, all complaints were related to communication issues between the college and the students.

## Learning from Complaints in Q1

Below is the review currently in progress as a result of complaints received during Q1:

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

Complaints often result in reviews of processes and procedures, and they also allow us to identify opportunities for staff development. The Quality team identified in 2024/25 that the reporting process was not as robust as it should be and so implemented changes in the form of the creation and use of an MS Teams form for reporting, as well as increased and more detailed training for staff when dealing with complaints.

UHI Argyll Senior Management continues to identify any learning points from each complaint to identify themes emerging and use complaints to inform their evaluative activities aimed at improving the student experience.