

Summary Report: Complaints 2025-26 (Quarter 2)

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 2 of 2025–26.

UHI Argyll FE Complaints 2025_26: Quarter 2	Q2
Total number of complaints considered at FE	3
Number closed at stage 1 within 5 working days	0
Number closed at stage 1 in more than 5 working days	3
Number closed at stage 2 within 20 working days	0
Number closed at stage 2 in more than 20 working days	n/a
Average number of days to close stage 1	10
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 2)	Q1	Q2	Q3	Q4
C1: Customer Care	1			
C2: Admissions and Enrolment and progression		2		
C3: Curriculum and Teaching related				
C4: Health and Safety				
C5: Equality and Diversity				
C6: Data Protection				
C7: Student Conduct	1			
C8: Staff Conduct		1		
Total	2	3		

Customer Category: Current Year 2024/25 (Quarter 2)	Q1	Q2	Q3	Q4
C1: Customer Care		3		
C2: Admissions and Enrolment				
C3: Curriculum and Teaching related	1	1		
C4: Health and Safety				
C5: Equality and Diversity				
C6: Data Protection				
C7: Student Conduct		1		

C8: Staff Conduct		1		
Total	1	6		

Summary:

- A total of 3 complaints were received in Q2 this year, compared to 6 in the same quarter last year.
- Of the complaints raised, 2 related to admissions and enrolment processes, 1 related to staff conduct.

Learning from Complaints in Q2

Below are examples of the actions currently in progress as a result of complaints received during Q2:

- Review of course delivery and materials provided, to ensure it meets the needs of all students in the student cohort.
- Review of the process for final course selection and any impacts it may have on progression options.