

Summary Report: Complaints 2025-26 (Quarter 4)

Introduction

Complaints are received all year round 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 4 of 2025–26.

UHI Argyll FE Complaints 2025_26: Quarter 4	Q4
Total number of complaints considered at FE	2
Number closed at stage 1 within 5 working days	0
Number closed at stage 1 in more than 5 working days	0
Number closed at stage 2 within 20 working days	1
Number closed at stage 2 in more than 20 working days	1
Average number of days to close stage 1	0
Average number of days to close stage 2	17
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 4)	Q1	Q2	Q3	Q4
C1: Customer Care	1			
C2: Admissions and Enrolment and progression		2		
C3: Curriculum and Teaching related				
C4: Health and Safety			1*	
C5: Equality and Diversity			1*	1
C6: Data Protection				
C7: Student Conduct	1		2	
C8: Staff Conduct		1	1*	1
Total	2	3	3	2

* * Complaints indicated with * cover multiple areas in the same complaint

Summary:

- A total of two FE complaints were received in Q4 this year, compared to zero in the same quarter last year.
- Of the complaints raised, both were formal complaints and one related to staff conduct and one related to a perceived Equality and Diversity issue.

Learning from Complaints in Q4

Below are examples of lessons learned and actions currently in progress as a result of complaints received during Q4:

- Importance of meeting complainants to ensure each party has a correct understanding of the situation and ensure outcomes meet all their requirements.
- Importance of Compassionate Communication requirements and the impacts it can have on students with support requirements.