

## Annual Complaints Summary 2018/19

### University of the Highlands and Islands

| Reporting Category                                                                         | HE  |     |     |     |       |
|--------------------------------------------------------------------------------------------|-----|-----|-----|-----|-------|
|                                                                                            | Q1  | Q2  | Q3  | Q4  | Total |
| Number of complaints considered at the frontline resolution stage                          | 16  | 8   | 24  | 6   | 54    |
| Number of complaints closed at the frontline resolution stage within 5 working days        | 12  | 5   | 19  | 4   | 40    |
| Number of complaints where an extension to the 5 working day timeline was authorised       | 0   | 0   | 1   | 0   | 1     |
| Number of complaints upheld at the frontline resolution stage                              | 9   | 6   | 10  | 3   | 28    |
| Average time in working days to resolve complaints at the frontline resolution stage       | 4.9 | 4.8 | 3.2 | 5.2 | 4.5   |
| Number of complaints considered at the investigation stage                                 | 11  | 10  | 28  | 8   | 57    |
| Number of complaints resolved at the investigation stage within 20 working days            | 13  | 7   | 15  | 7   | 42    |
| Number of complaints where an extension to the 20 working day timeline has been authorised | 0   | 0   | 0   | 1   | 1     |
| Number of complaints fully upheld at the investigation stage                               | 4   | 3   | 7   | 0   | 14    |
| Number of complaints partly upheld at the investigation stage                              | 3   | 4   | 5   | 3   | 15    |
| Average time in working days to resolve complaints at the investigation stage              | 14  | 30  | 19  | 15  | 19    |