

University of the Highlands and Islands

Annual Complaints Summary 2019/20

Reporting Category	HE				
	Q1	Q2	Q3	Q4	Total
Number of complaints considered at the frontline resolution stage	6	14	15	6	41
Number of complaints closed at the frontline resolution stage within 5 working days	4	11	7	4	26
Number of complaints where an extension to the 5 working day timeline was authorised	1	0	1	1	3
Number of complaints upheld at the frontline resolution stage	4	3	2	0	9
Average time in working days to resolve complaints at the frontline resolution stage	6.6	2.6	5.0	2.5	4.2
Number of complaints considered at the investigation stage	15	7	10	9	41
Number of complaints resolved at the investigation stage within 20 working days	5	12	12	4	33
Number of complaints where an extension to the 20 working day timeline has been authorised	1	3	5	3	12
Number of complaints fully upheld at the investigation stage	7	1	3	1	12
Number of complaints partly upheld at the investigation stage	3	2	7	4	16
Average time in working days to resolve complaints at the investigation stage	14	25	21	16	19