University of the Highlands and Islands  
Annual HE Complaints Summary 2021/22

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Reporting Category** | **HE** | | | | |
| **Q1** | **Q2** | **Q3** | **Q4** | **Total** |
| Number of complaints considered at the frontline resolution stage | **31** | **6** | **17** | **16** | **70** |
| Number of complaints closed at the frontline resolution stage within 5 working days | **23** | **3** | **9** | **7** | **42** |
| Number of complaints where an extension to the 5 working day timeline was authorised | **2** | **0** | **3** | **3** | **8** |
| Number of complaints upheld at the frontline resolution stage | **4** | **0** | **0** | **2** | **6** |
| Average time in working days to resolve complaints at the frontline resolution stage | **3.7** | **4.6** | **11.1** | **5.7** | **6.3** |
| Number of complaints considered at the investigation stage | **10** | **9** | **12** | **7** | **38** |
| Number of complaints resolved at the investigation stage within 20 working days | **8** | **6** | **6** | **2** | **22** |
| Number of complaints where an extension to the 20 working day timeline has been authorised | **0** | **4** | **3** | **2** | **9** |
| Number of complaints fully upheld at the investigation stage | **2** | **3** | **4** | **3** | **12** |
| Number of complaints partly upheld at the investigation stage | **3** | **5** | **2** | **1** | **11** |
| Average time in working days to resolve complaints at the investigation stage | **11** | **23** | **20** | **23** | **19** |