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CURRICULUM AND QUALITY COMMITTEE REPORT

Subject: Complaints and Compliments Report July 2019 - present	**Purpose:** **For Approval** ☐ **For Discussion** ☐ **For Information** ☒
Prepared by: Janet Robertson	**Date:** 10 February 2020

Purpose: To inform the Committee of any actions taken to resolve complaints and provide details of the compliments received by the College.

Linked to Strategic Goal 3: Provide a high quality College experience.

Executive Summary:

The attached report contains a log of complaints and compliments received from 1 July 2019 to the present date. The log reports on the actions taken and by whom and the date the complaint was resolved and if any further action is required. A summary of learning points, interventions and actions is included.

Total number of complaints and compliments received:

Level 1 complaints – 19
Level 2 complaints – 1
Compliments – 9

The SPSO requires public bodies to analyse data on complaints each quarter and then to report annually. The performance indicators from which this report will be prepared are shown beneath the complaints.

Figures for the same period over the last three years are provided below:

	2016/17	2017/18	2018/19
Level 1 complaints	11	14	8
Level 2 complaints	4	2	0
Compliments	14	9	3

Recommendation:

N/A

Previous Committee Approvals:

None

For publication ☐	**For publication with redactions** ☒	**Not for publication** ☐