

Complaints data for academic year 2023/24 - FE only	Resolved	Upheld	Partially upheld	Not upheld	Total
Number closed at stage 1 within 5 working days	3	0	0	0	3
Number closed at stage 1 in more than 5 working days	4	0	3	0	7
Number closed at stage 2 within 20 working days	0	0	1	1	2
Number closed at stage 2 in more than 20 working days	0	1	4	0	5
Total	7	1	8	1	17
Average number of days to close stage 1	6				
Average number of days to close stage 2	23				