

IT'S ALL ABOUT THE STUDENT VOICE

STUDENT COMPLAINTS ANNUAL REPORT 2023

COMPLAINTS PROCEDURE

1 DISCUSS

2 FORMAL COMPLAINT

3 RESOLVE

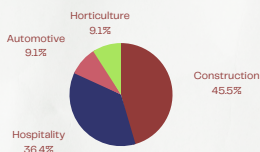
COMPLAINTS

YTD we have received a total of 11 formal complaints. 9 have been resolved.



RESPONSE RATE

1507 learners have responded to our surveys conducted via survey monkey



Breakdown of complaints
By programme

CRITICAL INCIDENTS

