

Extracted from ARMC – 18th February 2026

Complaints

The reporting cycle for Complaints, Compliments & Red Buttons operates from 1st August 2025 – 31st July 2026. Quarterly reports of summary data related to FE complaints must be published to our [website](#)

Quarter 1 (Aug – Oct)	November
Quarter 2 (Nov – Jan)	February
Quarter 3 (Feb – Apr)	May
Quarter 4 (May – Jul) including annual data	August

The following tables summarise the complaints received during Q2 in relation to complaints received year to date (YTD) and across time where available.

Annual Complaints

Total Annual Complaints	2025_26 YTD	2024_25	2203_24
FE	12	21	17
HE	8	10	31

Complaints: Quarter Two (as at 30/01/2026)

Q2 No. of complaints	2025_26	2024_25	2023_24
FE	4	5	4
HE	2	0	3

*No compliments have been received during this period

The number of complaints received in Q2 (i.e. 6) is comparable to the same quarter from the previous two academic years.

Complaints Categories Q2:

Of the six complaints received in Q2; two are related to customer care, two are related to the course; and one to each of the applications et al and services categories.

Red Button (RB)

UHI administer the Red Button process which is an informal problem resolution and feedback mechanism for students. UHI report on Red Buttons quarterly and annually. Red Buttons are not complaints, the process and data surrounding them are different. Compliments are occasionally provided by this mechanism. UHI provide quarterly reports, the reports are available for all UHI NWH staff to access the Q1 report from UHI can be viewed from the link in the BoardBook.

The figures below are taken from our UHI NWH tracker

Red Button Trend Data					
Year	Q1	Q2	Q3	Q4	Total
2025_2026	5	13			18
2024_2025	19	14	8	2	43
2023_2024	23	3	3	11	40

*Please note that the UHI Q1 report shows 6 for UHI NWH we have identified that one was resolved at source and was not passed across to the team to add into our local tracker.

Red Button Trend data by Year and Quarter

