



NORTH, WEST AND HEBRIDES A TUATH, AN IAR IS INNSE GALL

UHI North, West and Hebrides FE Complaints: Quarter	Q1
Total number of complaints considered at FE	5
Number closed at stage 1 within 5 working days	2
Number closed at stage 1 in more than 5 working days	1
Number closed at stage 2 within 20 working days	2
Number closed at stage 2 in more than 20 working days	0
Average number of days to close stage 1	10
Average number of days to close stage 2	11
Number of complaints open/outstanding for period	0