

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

UHI North, West and Hebrides FE Complaints: Quarter	Q3
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Total number of complaints considered at FE	7
Number closed at stage 1 within 5 working days	3
Number closed at stage 1 in more than 5 working days	1
Number closed at stage 2 within 20 working days	1
Number closed at stage 2 in more than 20 working days	2
Average number of days to close stage 1	4
Average number of days to close stage 2	21
Number of complaints open/outstanding for period	0