



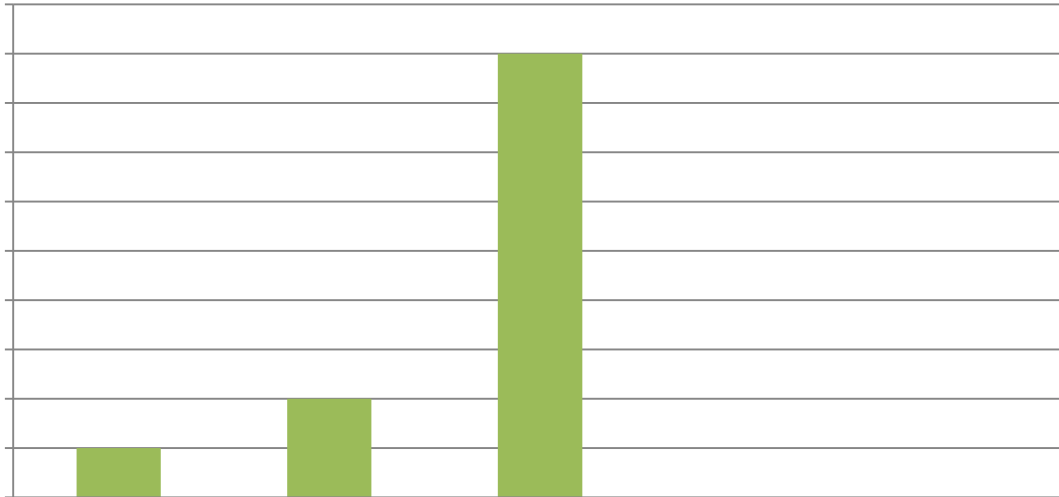
1. Introduction

Complaints received and type of complainant

Academic Year	Total number of complaints recorded	From members of public received a4ID 13
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2.3 Complaint decisions

The following chart summaries the decisions made during the year.



2.4 Nature of complaints

The complaints received during the academic year 2014-15 have all been made within the Education Division. The following table sets out the category of complaints received.

2.5 Learning points

The low level of complaints recorded makes it difficult to draw specific learning points from this year of operation of the CHP in respect of SRUC's service delivery.