



Overview - Log of Complaints

Academic Year 2019 – 2020

Number of complaints	Stage Resolved
3	All resolved at stage 1.

Academic Year 2020 – 2021

Number of complaints	Stage Resolved
7	6 resolved at stage 1 and 1 resolved at stage 2.

Academic Year 2021 – 2022

Number of complaints	Stage Resolved
7	All resolved at stage 1.
3	Resolved at Stage 2

The Academy reviews all Complaints in line with its Complaints Procedures. Records are kept and trends analysed.