



## 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 - To date

| Number of complaints | Stage Resolved           |
|----------------------|--------------------------|
| 7                    | All resolved at stage 1. |

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