

**West Lothian College**  
**Summary of Complaints 2019-20**

<b>Month</b>	<b>Number of Complaints</b>	<b>Upheld</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>
<b>August 2019</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>
<b>September 2019</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>0</b>
<b>October 2019</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>0</b>
<b>November 2019</b>	<b>9</b>	<b>3</b>	<b>5</b>	<b>1</b>
<b>December 2019</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>
<b>January 2020</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>
<b>February 2020</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>0</b>
<b>March 2020</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>April 2020</b>	<b>4</b>	<b>1</b>	<b>3</b>	<b>0</b>
<b>May 2020</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>June 2020</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>July 2020</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Totals</b>	<b>46</b>	<b>17</b>	<b>25</b>	<b>4</b>

**West Lothian College received 46 complaints from a student population of 7769 in 2019-20.**