

**West Lothian College**  
**Summary of Complaints 2020-21**

<b>Month</b>	<b>Number of Complaints</b>	<b>Upheld</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>	<b>Resolved</b>
<b>August 2020</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>September 2020</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>October 2020</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>November 2020</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>1</b>
<b>December 2020</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>
<b>January 2021</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>February 2021</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>
<b>March 2021</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>
<b>April 2021</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>0</b>
<b>May 2021</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>
<b>June 2021</b>	<b>5</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>0</b>
<b>July 2021</b>	<b>6</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>
<b>TOTALS:</b>	<b>44</b>	<b>15</b>	<b>16</b>	<b>12</b>	<b>1</b>

West Lothian College received 44 complaints from a student population of 9073 in 2020-21