

**West Lothian College**  
**Summary of Complaints 2021-22**

<b>Month</b>	<b>Number of Complaints</b>	<b>Upheld</b>	<b>Not Upheld</b>	<b>Partially Upheld</b>	<b>Resolved</b>
<b>August 2021</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>
<b>September 2021</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>0</b>
<b>October 2021</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2</b>
<b>November 2021</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>1</b>
<b>December 2021</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>January 2022</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>
<b>February 2022</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>
<b>March 2022</b>	<b>9</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>1</b>
<b>April 2022</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>May 2022</b>	<b>10</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>0</b>
<b>June 2022</b>	<b>7</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>0</b>
<b>July 2022</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Totals</b>	<b>60</b>	<b>24</b>	<b>14</b>	<b>17</b>	<b>5</b>

**West Lothian College received 60 complaints from a student population of 8538 in 2021-22.**