

The data in this report relates to all Fife College Campuses in academic year 2022/23

	Complaints Handling Procedure Indicators	Aug–Oct	Nov–Jan	Feb–Apr	May–Jul	2022/23	Year before						
1.0	Total number of complaints received and complaints received per 100 population												
1.1	Number of complaints received	19	30	25	13	87	71						
1.2/1a	College Population and Complaints received per 100 population	14000	14000	14000	14000	14000	14000						
2.0	Number of complaints closed at each stage and as a % of all complaints closed												
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	12	63.16 %	20	66.67 %	14	56 %	5	38.46 %	51	58.62 %	43	60.56 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	6	31.58 %	10	33.33 %	9	36 %	0	0.0 %	25	28.74 %	25	35.21 %
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	5.26 %	0	0.0 %	0	0.0 %	0	0.0 %	1	1.15 %	3	4.23 %
2.4	Open	0	0.0 %	0	0.0 %	2	8 %	8	61.54 %	10	11.49 %	0	0.0 %
3.0	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage												
3.0	Stage 1												
3.1/3a	Number and % of complaints upheld at Stage 1	3	25.00 %	3	15 %	4	28.57 %	0	0.0 %	10	19.61 %	2	4.65 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0 %	3	15 %	0	0.0 %	1	20 %	4	7.84 %	12	27.91 %
3.3/3c	Number and % of complaints not upheld at Stage 1	2	16.67 %	2	10 %	2	14.29 %	1	20 %	7	13.73 %	11	25.58 %
3.4/3d	Number and % of complaints resolved at Stage 1	7	58.33 %	12	60 %	8	57.14 %	3	60 %	30	58.82 %	18	41.86 %

3.0	Stage 2													
3.5/3e	Number and % of complaints upheld at Stage 2	1	16.67 %	6	60 %	4	44.44 %	0	0.0 %	11	44 %	7	28 %	
3.6/3f	Number and % of complaints partially upheld at Stage 2	3	50.00 %	4	40 %	4	44.44 %	0	0.0 %	11	44 %	8	32 %	
3.7/3g	Number and % of complaints not upheld at Stage 2	2	33.33 %	0	0.0 %	0	0.0 %	0	0.0 %	2	8 %	8	32 %	
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0 %	0	0.0 %	1	11.11 %	0	0.0 %	1	4 %	2	8 %	
3.0	Escalated													
3.9/3i	Number and % of complaints upheld after Escalation	1	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	100.0 %	0	0.0 %	
3.10/3j	Number and % of complaints partially upheld after Escalation	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	
3.11/3k	Number and % of complaints not upheld after Escalation	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	33.33 %	
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	
4.0	Total working days and average time in working days to close complaints at each stage													
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	34	2.83	113	5.65	51	3.64	14	2.8	212	4.16	194	4.51	
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	105	17.5	229	22.9	182	20.22	0	0.0	516	20.64	364	14.56	
4.3/4c	Total working days and average time in working days to close complaints after Escalation	9	9	0	0.0	0	0.0	0	0.0	9	9	32	10.67	
5.0	Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)													
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	11	91.67 %	11	55 %	11	78.57 %	4	80 %	37	72.55 %	28	65.12 %	

5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	1	8.33 %	9	45 %	3	21.43 %	1	20 %	14	27.45 %	15	34.88 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	83.33 %	5	50 %	6	66.67 %	0	0.0 %	16	64 %	21	84 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	16.67 %	5	50 %	3	33.33 %	0	0.0 %	9	36 %	4	16 %
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	16.67 %	0	0.0 %	0	0.0 %	0	0.0 %	1	4 %	3	12 %
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
6.0	Number and % of complaints closed at each stage where extensions have been authorised												
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	0	0.0 %	0	0.0 %	1	33.33 %	0	0.0 %	1	7.14 %	0	0.0 %
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
7.0	Customer satisfaction on completed complaints												

Customers satisfied with service, numbers and percentage	18	94.74 %	29	96.67 %	23	100.0 %	5	100.0 %	75	97.40 %	68	95.77 %
Customers satisfied with outcome, numbers and percentage	18	94.74 %	29	96.67 %	23	100.0 %	5	100.0 %	75	97.40 %	68	95.77 %

Quarter 3 – 1 February 2023 – 30 April 2023

Complaints by Department	Stage 1 - Frontline	Stage 2 - Investigation
SPS	0	4
Electrical	4	0
Management, Leadership and Professional Programmes	0	1
Mechanical Automotive, Fabrication and Welding	1	1
Computing and Technologies	2	0
FE Care, Social Sciences, Counselling and ESOL	4	1
Inclusion	0	1
Childhood Studies and HE Care	0	2
Hair, Beauty and Visual Arts	1	0
Wellbeing and Support	2	0
Culinary Arts, Service Industries with Supported Programmes and Communities	0	1

Complaints by Campus	Complaints
SPS Locations	4
Glenrothes Campus	8
Carnegie Conference Centre	1
Other	1
Kirkcaldy Campus	5
Rosyth Campus	1
Dunfermline Campus	5

Category	Complaints
Customer Care	10
Course Related	14
Services	1