

**Appendix 1**

Complaints Handling Procedure Indicators		Aug-Oct		Year before	
1.0	<b>Total number of complaints received and complaints received per 100 population</b>				
1.1	Number of complaints Received	<b>26</b>		<b>146</b>	
1.2/1a	College Population and Number of Complaints received per 100 population	19000	0.1	19000	0.8
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>				
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	14	53.8%	81	55.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	12	46.2%	65	44.5%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%
2.4	Open	0	0.0%	0	0.0%
3.0	<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>				
3.0	<b>Stage 1</b>				
3.1/3a	Number and % of complaints upheld at Stage 1	6	42.9%	50	61.7%
3.3/3c	Number and % of complaints not upheld at Stage 1	8	57.1%	31	38.3%
3.0	<b>Stage 2</b>				
3.4/3d	Number and % of complaints upheld at Stage 2	9	75.0%	36	55.4%
3.6/3f	Number and % of complaints not upheld at Stage 2	3	25.0%	29	44.6%
3.0	<b>Escalated</b>				
3.7/3g	Number and % of complaints upheld after Escalation	0		0	
3.9/3i	Number and % of complaints not upheld after Escalation	0		0	
4.0	<b>Total working days and average time in working days to close complaints at each stage</b>				
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	68	4.5	247	3.0
4.2	Total working days and average time in working days to close complaints at Stage 2	309	25.8	1210	18.6

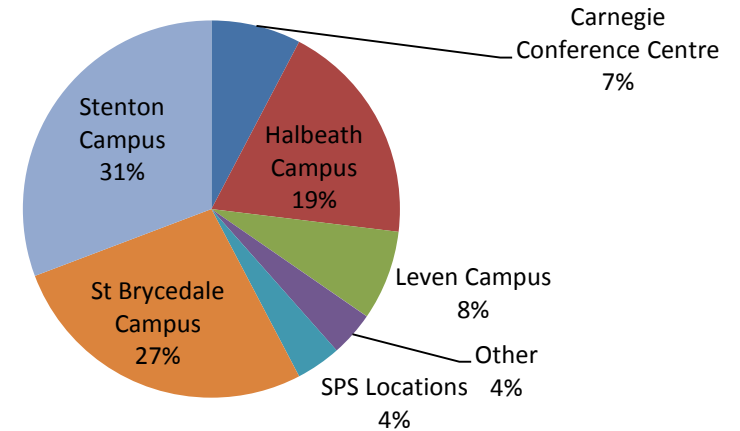
The data in this report relates to all Fife College campuses for academic year **2017/18**, from 01 August 2017 to 31 October 2017.

Complaints Handling Procedure Indicators		Aug–Oct		Year before	
4b	Total working days and average time in working days to close complaints after Escalation	0		0	
5.0	<b>Number and % of complaints closed within set timecales (S1=5 working days; S2=20 working days; Escalated = 20 working days)</b>				
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	10	71.4%	74	91.4%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	4	28.6%	7	8.6%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	7	50.0%	47	72.3%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	35.7%	18	27.7%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0		0	
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0		0	
6.0	<b>Number and % of complaints closed at each stage where extensions have been authorised</b>				
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	3	75.0%	5	71.4%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	25.0%	2	28.6%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	3	60.0%	13	72.2%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	2	40.0%	5	27.8%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0		0	
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0		0	
7.0	<b>Customer satisfaction on completed complaints</b>				
	Customers satisfied with service, numbers and percentage	26	100.0%	146	100.0%
	Customers satisfied with outcome, numbers and percentage	26	100.0%	146	100.0%

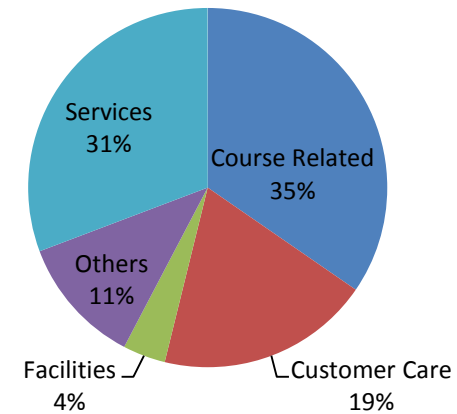
### Complaints by Department

Beauty and Complimentary Therapies	1
Business Development (Commercial)	1
College	1
Computing	1
Electrical, Electronic and Petroleum	3
Estates	3
ICT Services	1
Inclusion, Support and Guidance (Student Services)	1
Management, Leadership and Enterprise	2
Science	2
Social Care	1
Social Science	1
Sport and Fitness	1
SPS	1
Student Information Management	5
Transition and Future Skills	1

### Complaints by Campus



### Complaints by Category



## Analysis of Complaints

Complaints are an important source of feedback on the quality of our services and, as such, we welcome them and use them as a basis for improvement across the organisation.

The total number of complaints received for Quarter 1 in 2017/18 is **26**, which is down by 16 with the same time last academic year where 42 complaints were received. Out of these 26 complaints, 19% (5) related to issues within the Student Information Management department. The remaining complaints were split across various curriculum and support areas.

The highest number of complaints were made by students from Stenton Campus (8) closely followed by St Brycedale Campus (7) then Halbeath Campus (5). This would be expected as these are the three largest campuses.