

The data in this report relates to all Fife College campuses for academic year **2015/16**, from 01 August 2015 to 30 April 2016.

Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		Feb–Apr		2015/16		Year before	
1.0	Total number of complaints received and complaints received per 100 population										
1.1	Number of complaints Received	83		38		33		191		206	
1.2 /1a	College Population and Number of Complaints received per 100 population	1900 0	0.4	1900 0	0.2	1900 0	0.2	1900 0	1.0	1900 0	1.1
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	11	13.3%	12	31.6%	4	12.1%	59	30.9%	61	29.6%
2.2 /2b	Number of complaints closed at Stage 2 and % of total closed	72	86.7%	26	68.4%	25	75.8%	124	64.9%	137	66.5%
2.3 /2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%	0	0.0%	0	0.0%	8	3.9%
2.4	Open	0	0.0%	0	0.0%	4	12.1%	8	4.2%	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	9	81.8%	8	66.7%	3	75.0%	21	35.6%	28	45.9%
3.3/ 3c	Number and % of complaints not upheld at Stage 1	2	18.2%	4	33.3%	1	25.0%	38	64.4%	33	54.1%
3.0	Stage 2										
3.4/ 3d	Number and % of complaints upheld at Stage 2	52	72.2%	13	50.0%	11	44.0%	76	61.3%	81	59.1%
3.6/ 3f	Number and % of complaints not upheld at Stage 2	20	27.8%	13	50.0%	14	56.0%	48	38.7%	56	40.9%
3.0	Escalated										
3.7/ 3g	Number and % of complaints upheld after Escalation	0		0		0		0		3	37.5%
3.9/ 3i	Number and % of complaints not upheld after Escalation	0		0		0		0		5	62.5%
4.0	Total working days and average time in working days to close										

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complaints at each stage											
4.1/ 4a	Total working days and average time in working days to close complaints at Stage 1	51	4.6	39	3.3	9	2.3	160	2.7	232	3.8
4.2	Total working days and average time in working days to close complaints at Stage 2	111 9	15.5	367	14.1	394	15.8	1882	15.2	1891	13.8

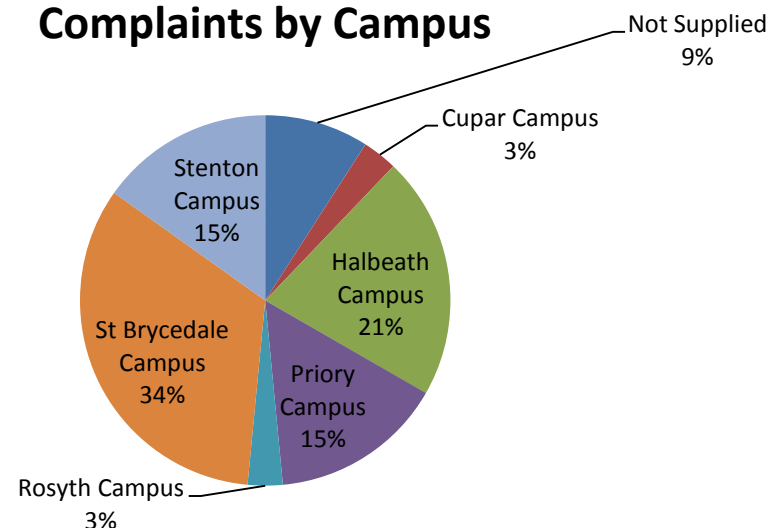
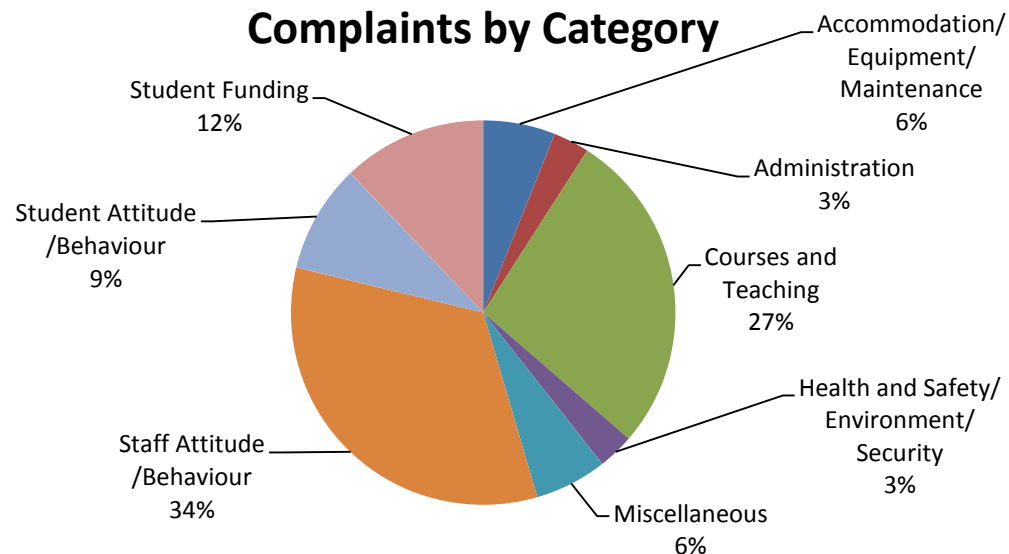
Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		Feb–Apr		2015/16		Year before	
4b	Total working days and average time in working days to close complaints after Escalation	0		0		0		0		100	12.5
5.0	Number and % of complaints closed within set timecales (S1=5 working days; S2=20 working days; Escalated = 20 working days)										
5.1/ 5a	Number and % of Stage 1 complaints closed within 5 working days	7	63.6%	11	91.7%	4	100.0%	54	91.5%	51	83.6%
5.2/ 5b	Number and % of Stage 1 complaints not closed with 5 working days	4	36.4%	1	8.3%	0	0.0%	5	8.5%	10	16.4%
5.3/ 5c	Number and % of Stage 2 complaints closed within 20 working days	60	83.3%	24	92.3%	20	80.0%	105	84.7%	114	83.2%
5.4/ 5d	Number and % of Stage 2 complaints not closed within 20 working days	12	16.7%	2	7.7%	5	20.0%	19	15.3%	23	16.8%
5.5/ 5e	Number and % of Escalated complaints closed within 20 working days	0		0		0		0		8	100.0%
5.6/ 5f	Number and % of Escalated complaints not closed within 20 working days	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)	4	100.0%	1	100.0%	0		5	100.0%	6	60.0%
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%	4	40.0%
6.3/ 6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	11	91.7%	2	100.0%	4	80.0%	17	89.5%	21	91.3%
6.4/ 6d	Number and % of Stage 2 complaints not closed within 40 working days	1	8.3%	0	0.0%	1	20.0%	2	10.5%	2	8.7%

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	(extension)									
6.5/ 6e	Number and % of Escalated complaints closed within 40 working days (extension)	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
7.0	Customer satisfaction on completed complaints									
	Customers satisfied with service, numbers and percentage	83	100.0 %	38	100.0 %	29	100.0%	183	100.0 %	205 99.5%
	Customers satisfied with outcome, numbers and percentage	83	100.0 %	38	100.0 %	29	100.0%	183	100.0 %	205 99.5%

Complaints by Department

Estates	3
Student Information Management	5
Inclusion, Support and Guidance (Student Services)	1
Beauty and Complimentary Therapies	2
Built Environment, Technician and Mathematics	1
Childcare	3
College	2
Core Skills	5
Digital Media	2
Education, ESOL and Languages	1
Fabrication and Welding	1
Hairdressing	1
Hospitality, Tourism and Retail	2
Management, Leadership and Enterprise	1
Mechanical Engineering	1
Performing Arts	1
Social Science	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 3 in 2015/16 is 33, which is down by 28 with the same time last academic year where 61 complaints were received. Out of these 33 the two main departments that complaints were received for were Core Skills (5) and Student Information Management (5), the remaining complaints (23) were split across various curriculum and support areas with no clear themes being identifiable.