

The data in this report relates to all Fife College campuses for academic year **2017/18**, from 01 February 2018 to 30 April 2018.

Appendix 1

Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		Feb–Apr		2017/18		Year before	
1.0	Total number of complaints received and complaints received per 100 population										
1.1	Number of complaints Received	26		34		40		100		146	
1.2/1a	College Population and Number of Complaints received per 100 population	19000	0.1	19000	0.2	19000	0.2	19000	0.6	19000	0.8
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	14	53.8%	20	58.8%	13	32.5%	47	47.0%	81	55.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	12	46.2%	14	41.2%	23	57.5%	49	49.0%	65	44.5%
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%	0	0.0%
2.4	Open	0	0.0%	0	0.0%	4	10.0%	4	4.0%	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	6	42.9%	11	55.0%	9	69.2%	27	52.9%	50	61.7%
3.3/3c	Number and % of complaints not upheld at Stage 1	8	57.1%	9	45.0%	4	30.8%	24	47.1%	31	38.3%
3.0	Stage 2										
3.4/3d	Number and % of complaints upheld at Stage 2	9	75.0%	12	85.7%	12	52.2%	33	67.3%	36	55.4%
3.6/3f	Number and % of complaints not upheld at Stage 2	3	25.0%	2	14.3%	11	47.8%	16	32.7%	29	44.6%
3.0	Escalated										
3.7/3g	Number and % of complaints upheld after Escalation	0		0		0		0		0	
3.9/3i	Number and % of complaints not upheld after Escalation	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	68	4.5	112	5.6	69	4.9	256	5.0	247	3.0
4.2	Total working days and average time in working days to close complaints at Stage 2	309	25.8	308	22.0	424	18.4	1041	21.2	1210	18.6

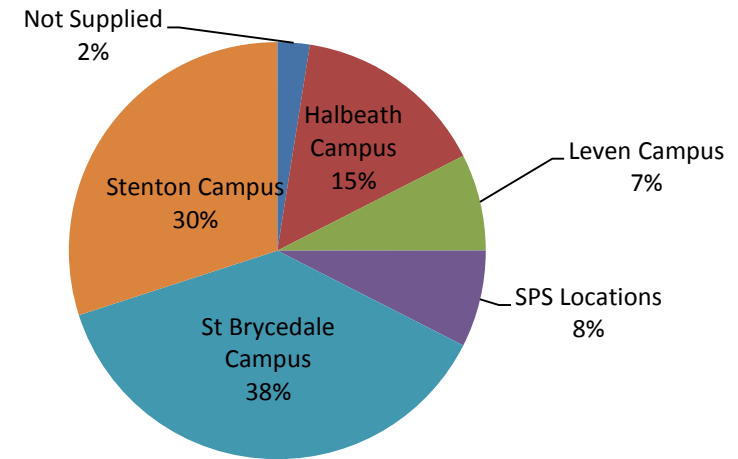
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Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		Feb–Apr		2017/18		Year before	
4b	Total working days and average time in working days to close complaints after Escalation	0		0		0		0		0	
5.0	Number and % of complaints closed within set timecales (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	10	71.4%	15	75.0%	9	64.3%	37	72.5%	74	91.4%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	4	28.6%	5	25.0%	5	35.7%	14	27.5%	7	8.6%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	7	50.0%	11	78.6%	10	43.5%	28	57.1%	47	72.3%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	35.7%	3	21.4%	13	56.5%	21	42.9%	18	27.7%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0		0		0		0		0	
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	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)	3	75.0%	2	40.0%	4	80.0%	9	64.3%	5	71.4%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	1	25.0%	3	60.0%	1	20.0%	5	35.7%	2	28.6%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	3	60.0%	1	33.3%	13	100.0%	17	81.0%	13	72.2%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	2	40.0%	2	66.7%	0	0.0%	4	19.0%	5	27.8%
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	26	100.0%	34	100.0%	36	100.0%	100	100.0%	146	100.0%
	Customers satisfied with outcome, numbers and percentage	26	100.0%	34	100.0%	36	100.0%	100	100.0%	146	100.0%

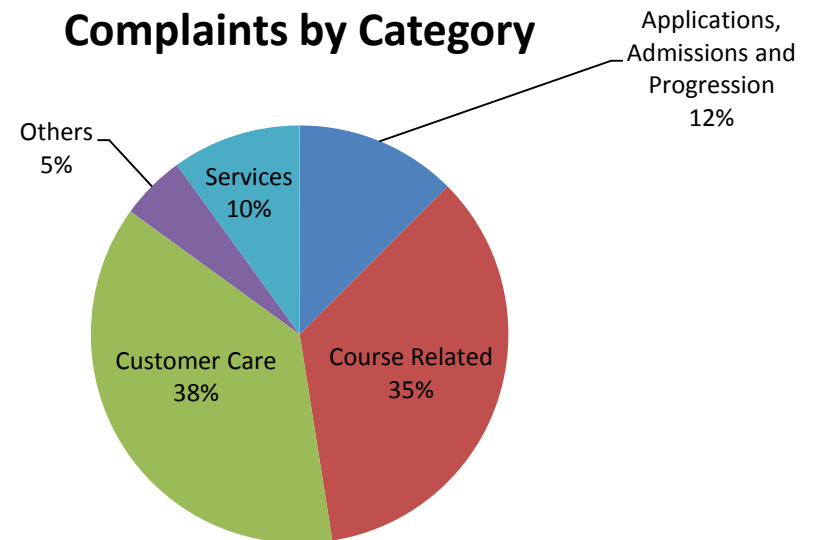
Complaints by Department

Beauty and Complimentary Therapies	1
Building Services (Gas and Plumbing)	1
Business, Management and Leadership	1
Catering Contract	1
Childcare	4
Construction Crafts	1
Culinary Arts and Hospitality	1
Computing	1
Education, ESOL and Languages	2
Electrical, Electronic and Petroleum	3
Estates	2
Fabrication and Welding	2
Hairdressing	4
Health Care	2
Mechanical and Automotive Engineering	2
Social Care	1
Social Science	1
Sport and Fitness	3
SPS	3
Student Information Management	1
Supported Programmes	3

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 2017/18 is **40**, which is up by 20 with the same time last academic year where 20 complaints were received. There were no identifiable trends in terms of department. The department that received the highest number of complaints were Hairdressing (4) and Childcare (4) closely followed by Electrical, Electronic and Petroleum (3), Sport and Fitness (3), SPS (3) and Supported Programmes (3). The remaining complaints were split fairly evenly across various curriculum and professional services.

The highest number of complaints were made by students from St. Brycedale Campus (15) closely followed by Stenton Campus (12) then Halbeath Campus (6). Complaints were also made by students from Levenmouth Campus (3), SPS Learning Centres (3), and one was received where this information was not supplied.