

The data in this report relates to all Fife College Campuses in academic year 2025/26

	Complaints Handling Procedure Indicators	Aug–Oct	Nov–Jan	Feb–Apr	May–Jul	2025/26		Year before					
1.0	Total number of complaints received and complaints received per 100 population												
1.1	Number of complaints received	9	18	5	0	32	90						
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	4	44.44 %	12	66.67 %	1	20 %	0	0.0 %	17	53.12 %	54	60.00 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	3	33.33 %	2	11.11 %	0	0.0 %	0	0.0 %	5	15.62 %	34	37.78 %
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 %	0	0.0 %
2.4	Open	2	22.22 %	4	22.22 %	4	80 %	0	0.0 %	10	31.25 %	2	2.22 %
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	1	25 %	1	8.33 %	0	0.0 %	0	0.0 %	2	11.76 %	6	11.11 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	1	25 %	0	0.0 %	0	0.0 %	0	0.0 %	1	5.88 %	11	20.37 %
3.3/3c	Number and % of complaints not upheld at Stage 1	0	0.0 %	1	8.33 %	1	100.0 %	0	0.0 %	2	11.76 %	13	24.07 %
3.4/3d	Number and % of complaints resolved at Stage 1	2	50 %	10	83.33 %	0	0.0 %	0	0.0 %	12	70.59 %	24	44.44 %
3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	2	66.67 %	0	0.0 %	0	0.0 %	0	0.0 %	2	40 %	14	41.18 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	1	33.33 %	0	0.0 %	0	0.0 %	0	0.0 %	1	20 %	12	35.29 %
3.7/3g	Number and % of complaints not upheld at Stage 2	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	6	17.65 %

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	7	100.0 %	14	100.0 %	1	100.0 %	0	0.0 %	22	100.0 %	88	100.0 %
	Customers satisfied with outcome, numbers and percentage	7	100.0 %	14	100.0 %	1	100.0 %	0	0.0 %	22	100.0 %	88	100.0 %

Quarter 2 – 1 November 2025 – 31 January 2026

Complaints by Department	
Social Sciences	2
Manufacturing, Automotive, Fabrication & Welding	2
Accounting, Legal, Police and Union Studies	1
Wellbeing & Counselling	2
Communications & Engagement	1
Inclusion	2
Business Development (Commercial)	1
Culinary Arts & Hospitality	1
ESOL, Travel & Tourism	1
Computing & Digital Technologies	1
Wellbeing, Guidance & Support	2
Hair, Barbering and Performing Arts	1
Estates	1

Complaints by Campus	
Dunfermline	8
Kirkcaldy	5
Glenrothes	2
Conference Centre	1
Leven	1
Other	1

Complaints by Category	
Course Related	2
Customer Care	7
Application, Admissions & Progression	2
Services	2
Facilities	3
Other	2