

**Scottish Public Services Ombudsman Complaints Performance Indicators**
**Appendix 1**

The data in this report relates to all Fife College Campuses in academic year 2021/22

	<b>Complaints Handling Procedure Indicators</b>	<b>Aug–Oct</b>		<b>Nov–Jan</b>		<b>Feb–Apr</b>		<b>May–Jul</b>		<b>2020/21</b>		<b>Year before</b>	
<b>1.0</b>	<b>Total number of complaints received and complaints received per 100 population</b>												
1.1	Number of complaints received	22		11		0		0		33		0	
1.2/1a	College Population and Complaints received per 100 population	14000		14000		14000		14000		14000		19000	
<b>2.0</b>	<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	12	54.55 %	4	36.36 %	0	0.0 %	0	0.0 %	16	48.48 %	0	0.0 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	8	36.36 %	7	63.64 %	0	0.0 %	0	0.0 %	15	45.45 %	0	0.0 %
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	9.09 %	0	0.0 %	0	0.0 %	0	0.0 %	2	6.06 %	0	0.0 %
2.4	Open	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
<b>3.0</b>	<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	Stage 1												
3.1/3a	Number and % of complaints upheld at Stage 1	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	3	25.00 %	1	25 %	0	0.0 %	0	0.0 %	4	25.00 %	0	0.0 %
3.3/3c	Number and % of complaints not upheld at Stage 1	5	41.67 %	1	25 %	0	0.0 %	0	0.0 %	6	37.50 %	0	0.0 %
3.4/3d	Number and % of complaints resolved at Stage 1	4	33.33 %	2	50 %	0	0.0 %	0	0.0 %	6	37.50 %	0	0.0 %

3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	3	37.5 %	1	14.29 %	0	0.0 %	0	0.0 %	4	26.67 %	0	0.0 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	4	50.0 %	2	28.57 %	0	0.0 %	0	0.0 %	6	40.00 %	0	0.0 %
3.7/3g	Number and % of complaints not upheld at Stage 2	1	12.5 %	3	42.86 %	0	0.0 %	0	0.0 %	4	26.67 %	0	0.0 %
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0 %	1	14.29 %	0	0.0 %	0	0.0 %	1	6.67 %	0	0.0 %
3.0	Escalated												
3.9/3i	Number and % of complaints upheld after Escalation	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	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	1	50 %	0	0.0 %	0	0.0 %	0	0.0 %	1	50 %	0	0.0 %
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 %
<b>4.0</b>	<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	33	2.75	37	9.25	0	0.0	0	0.0	70	4.38	0	0.0
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	103	12.88	79	11.29	0	0.0	0	0.0	182	12.13	0	0.0
4.3/4c	Total working days and average time in working days to close complaints after Escalation	24	12	0	0.0	0	0.0	0	0.0	24	12	0	0.0
<b>5.0</b>	<b>Number and % of complaints closed within set timescales (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	9	75.00 %	1	25 %	0	0.0 %	0	0.0 %	10	62.50 %	0	0.0 %

5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	3	25.00 %	3	75 %	0	0.0 %	0	0.0 %	6	37.50 %	0	0.0 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	1	12.5 %	0	0.0 %	0	0.0 %	0	0.0 %	1	6.67 %	0	0.0 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	7	87.5 %	7	100.0 %	0	0.0 %	0	0.0 %	14	93.33 %	0	0.0 %
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	2	25.0 %	0	0.0 %	0	0.0 %	0	0.0 %	2	13.33 %	0	0.0 %
<b>6.0</b>	<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)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	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 %
<b>7.0</b>	<b>Customer satisfaction on completed complaints</b>												

Customers satisfied with service, numbers and percentage	21	95.45 %	11	100.0 %	0	0.0 %	0	0.0 %	32	96.97 %	0	0.0 %
Customers satisfied with outcome, numbers and percentage	21	95.45 %	11	100.0 %	0	0.0 %	0	0.0 %	32	96.97 %	0	0.0 %

### Quarter 2 – 1 November 2021 – 31 January 2022

<b>Complaints by departments</b>	
Childhood Studies and ESOL	1
Education and Commercial	1
Electrical, Mechanical and Building Services	1
Estates	3
Hair, Beauty and Visual Arts	1
Inclusion	1
Mechanical, Automotive, Electrical and Fabrication & Welding	1
School College Partnerships	1
Science, Mathematics and STEM	1

<b>Complaints by Campus</b>	
Dunfermline (Halbeath) Campus	1
Glenrothes (Stenton) Campus	7
Kirkcaldy (St Brycedale) Campus	2
Rosyth Campus	1

<b>Complaints by Category</b>	
Course Related	2
Customer Care	9