

Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		Feb–Apr		May–Jul		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		25		125		146	
1.2/1a	College Population and Number of Complaints received per 100 population	19000	0.1	19000	0.2	19000	0.2	19000	0.1	19000	0.7	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%	14	35.0%	14	53.8%	61	48.4%	81	55.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	12	46.2%	14	41.2%	26	65.0%	11	42.3%	64	50.8%	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%	1	3.8%	1	0.8%	0	0.0%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	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	64.3%	5	35.7%	31	50.8%	50	61.7%
3.3/3c	Number and % of complaints not upheld at Stage 1	8	57.1%	9	45.0%	5	35.7%	9	64.3%	30	49.2%	31	38.3%
3.0	Stage 2												
3.4/3d	Number and % of complaints upheld at Stage 2	9	75.0%	12	85.7%	13	50.0%	3	27.3%	37	57.8%	36	55.4%
3.6/3f	Number and % of complaints not upheld at Stage 2	3	25.0%	2	14.3%	13	50.0%	8	72.7%	27	42.2%	29	44.6%
3.0	Escalated												
3.7/3g	Number and % of complaints upheld after Escalation	0		0		0		0	0.0%	0	0.0%	0	
3.9/3i	Number and % of complaints not upheld after	0		0		0		1	100.0%	1	100.0%	0	

Escalation													
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	70	5.0	304	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	585	21.7	318	28.9	1520	23.8	1210	18.6

Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		Feb–Apr		May–Jul		2017/18		Year before	
4b	Total working days and average time in working days to close complaints after Escalation	0		0		0		5	5.0	5	5.0	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%	9	64.3%	43	70.5%	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%	5	35.7%	18	29.5%	7	8.6%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	7	50.0%	11	78.6%	10	60.0%	4	36.4%	32	50.0%	47	72.3%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	35.7%	3	21.4%	16	40.0%	7	63.6%	32	50.0%	18	27.7%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0		0		0		1	100.0%	1	100.0%	0	
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0		0		0		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)	3	75.0%	2	40.0%	4	80.0%	4	80.0%	13	72.2%	5	71.4%
6.2/6b	Number and % of Stage 1 complaints not closed	1	25.0%	3	60.0%	1	20.0%	1	20.0%	5	27.8%	2	28.6%

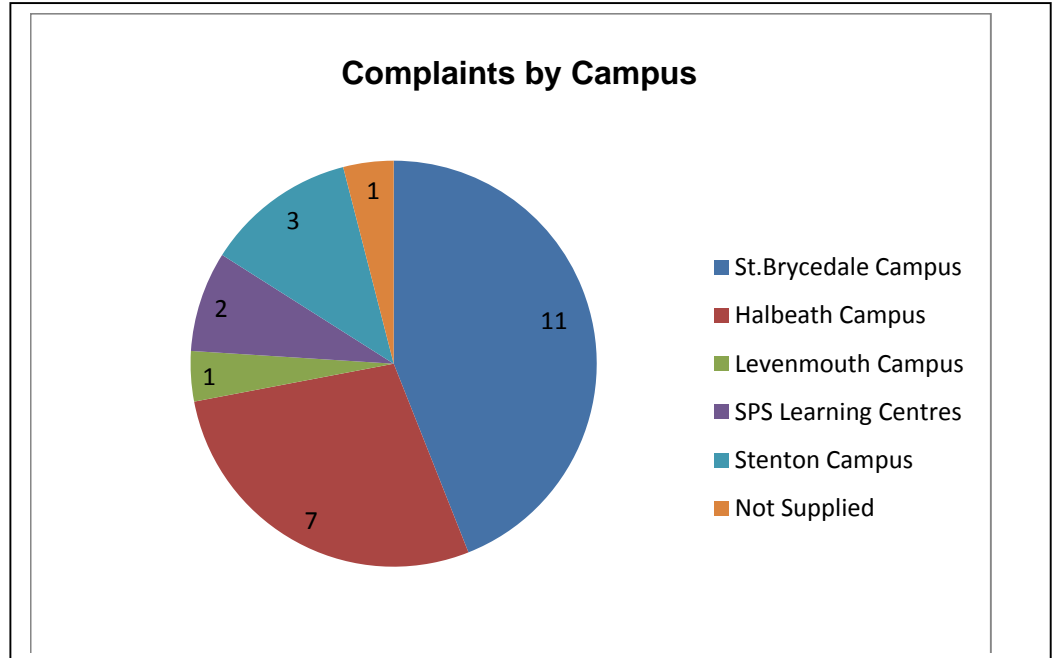
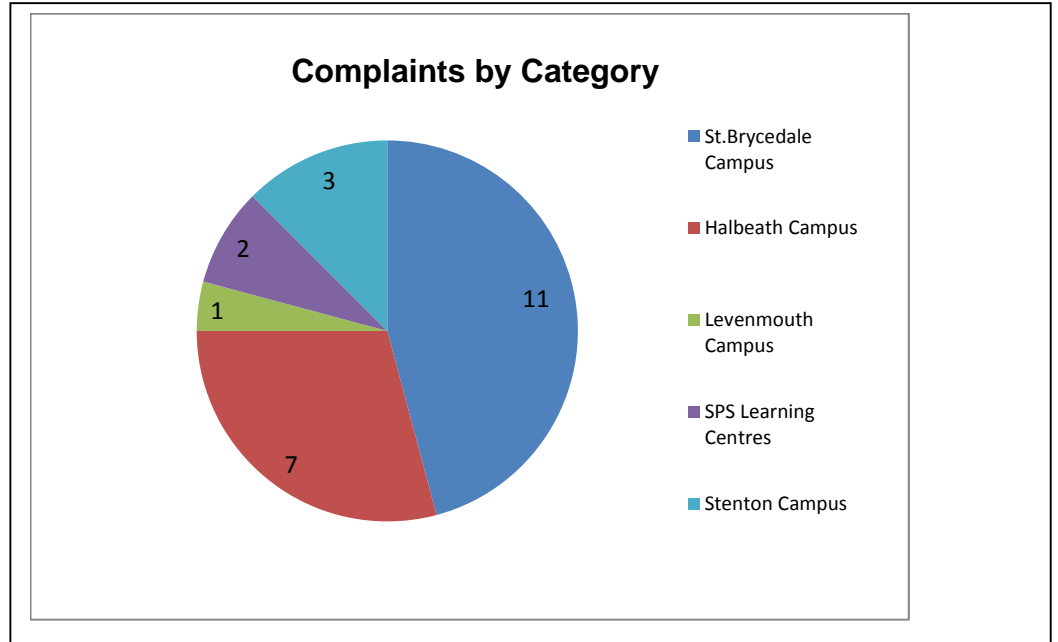
The data in this report relates to all Fife College campuses for academic year 2017/18, from 01 August 2017 to 31 July 2018.

	within 10 working days (extension)												
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	3	60.0%	1	33.3%	15	88.2%	4	57.1%	23	71.9%	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%	2	11.8%	3	42.9%	9	28.1%	5	27.8%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	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	
7.0	Customer satisfaction on completed complaints												
	Customers satisfied with service, numbers and percentage	26	100.0%	34	100.0%	40	100.0%	26	100.0%	126	100.0%	146	100.0%
	Customers satisfied with outcome, numbers and percentage	26	100.0%	34	100.0%	40	100.0%	26	100.0%	126	100.0%	146	100.0%

Complaints Handling Procedure – Quarterly Report 4
 Period 1st May 2018 – 31st July 2018

Complaints By Department/Area

Department	No. of Complaints
Building Services (Gas and Plumbing)	1
Business, Management and Leadership	1
Computing	4
Culinary Arts and Hospitality	1
Education, ESOL and Languages	1
Electrical, Electronic and Petroleum	1
Estates	2
Hairdressing	3
Tourism, Events and Retail	2
Inclusion, Support and Guidance (Student Services)	1
Media	1
Social Care	1
Social Science	2
SPS	2
Student Information Management	2



Analysis of Complaints - Quarter 4

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 in Quarter 4 (1st May 2018 – 31st July 2018) in 2017/18 is 25, which is down by 32 with the same time last academic year where 57 complaints were received. These complaints were split fairly evenly across various curriculum areas and professional services.

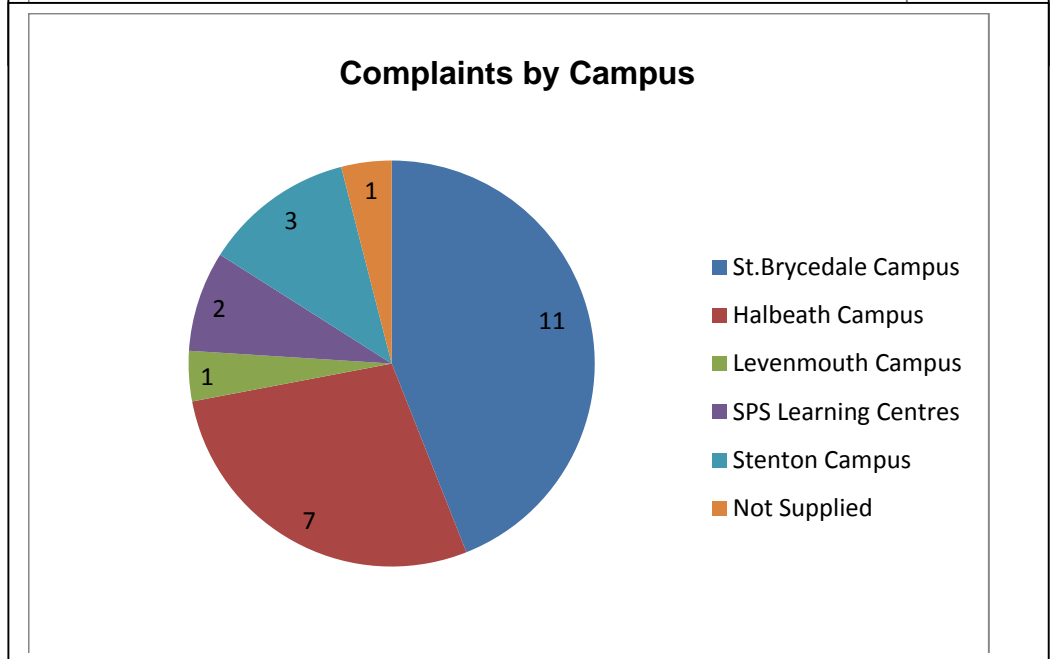
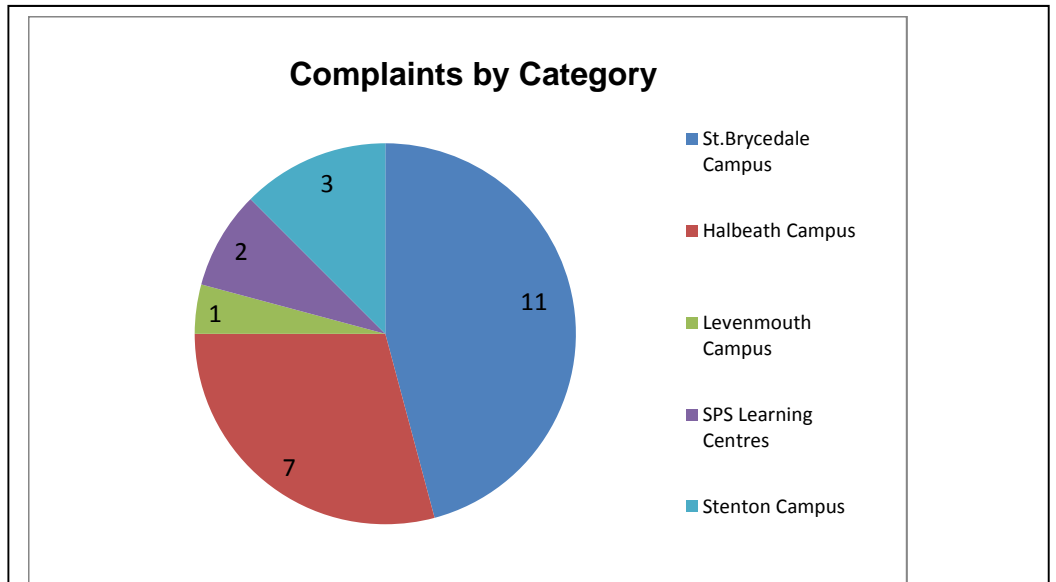
The majority of complaints (44%) were related to Customer Care, 7 of which were specifically relating to Staff Conduct. The next highest category was Course Related (40%) with 4 specifically relating to Assessment, Exams and Certification, 3 relating to Course Management and 3 relating to Learning and Teaching.

The highest number of complaints were made by students from St.Brycedale Campus (11) closely followed by Halbeath (7). Complaints were also made by students from Levenmouth Campus (1), SPS Learning Centres (2), Stenton Campus (3) and one was received where this information was not supplied.

Complaints Handling Procedure – Annual Report
 Period 1st August 2018 – 31st July 2018

Complaints By Department/Area

Department	No. of Complaints
Beauty and Complementary Therapies	2
Building Services (Gas and Plumbing)	2
Business, Management and Leadership	2
Business Development (Commercial)	1
Business Systems	1
Catering Contract	1
Childcare	4
College	3
Computing	5
Construction Crafts	1
Core Skills	4
Culinary Arts and Hospitality	2
Digital Technologies	1
Education, ESOL and Languages	4
Electrical Mechanical – Rosyth	2
Electrical, Electronic and Petroleum	7
Estates	10
Fabrication and Welding	2
Hairdressing	11
Healthcare	5
Tourism, Events and Retail	5
ICT Services	1
Inclusion, Support and Guidance (Student Services)	2
Learning and Teaching Services	1
Administration, Enterprise and IT	5
Marketing	1
Media	1
Mechanical and Motor Vehicle	2
Science	2
Social Care	2
Social Science	5
Sport and Fitness	4
SPS	8
Student Information Management	9
Supported Programmes	6
Transitions and Future Skills	1



Analysis of Complaints – Annual

The total number of complaints received during 2017/18 is 125, which is down by 14% compared to session 2016/17 where we received 146 complaints and down by 47% from session 2015/16 where we received 235 complaints.

The main departments/areas that complaints were received about during 2017/18 were Hairdressing (9%), Estates (8%), Student Information Management (7%), SPS (6%), Electrical, Electronic and Petroleum (6%) and Supported Programmes (5%).

The majority of complaints received in 2017/18 were about Customer Care related issues (41%). The next highest category was Course Related (33%) followed by Services (14%), Applications, Admissions and Progression (6%), Others (4%) and Facilities (2%)