

Appendix 1

Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		2018/19		Year before	
1.0	Total number of complaints received and complaints received per 100 population								
1.1	Number of complaints Received	40		37		77		126	
1.2/1a	College Population and Number of Complaints received per 100 population	19000	0.2	19000	0.2	19000	0.5	19000	0.7
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	21	52.5%	12	32.4%	33	39.3%	61	48.4%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	19	47.5%	24	64.9%	43	56.2%	64	50.8%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	1	2.7%	1	1.1%	1	0.8%
2.4	Open	0	0.0%	0	0.0%	0	3.4%	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	17	81.0%	7	58.3%	24	68.6%	31	50.8%
3.3/3c	Number and % of complaints not upheld at Stage 1	4	19.0%	5	41.7%	9	31.4%	30	49.2%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	9	47.4%	8	33.3%	17	44.0%	37	57.8%
3.6/3f	Number and % of complaints not upheld at Stage 2	10	52.6%	16	66.7%	26	56.0%	27	42.2%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	0		1	100.0%	1	100.0%	0	0.0%
3.9/3i	Number and % of complaints not upheld after Escalation	0		0	0.0%	0	0.0%	1	100.0%
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	100	4.8	61	5.1	161	5.1	304	5.0

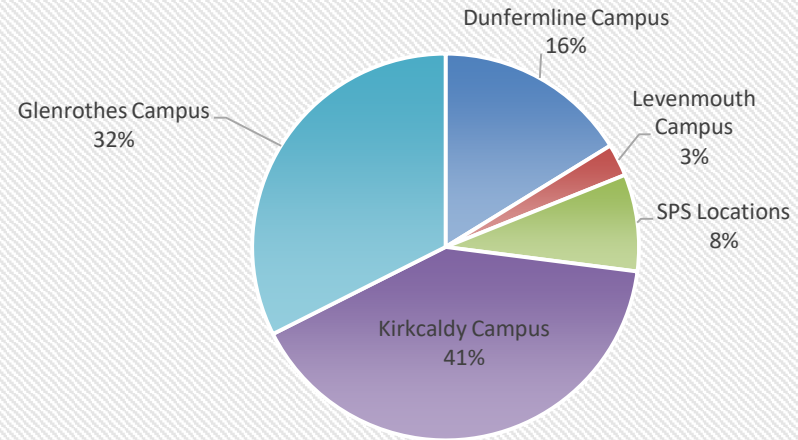
The data in this report relates to all Fife College campuses for academic year **2018/19**, from 01 November 2018 to 31 January 2019.

4.2	Total working days and average time in working days to close complaints at Stage 2	376	19.8	564	23.5	940	20.9	1520	23.8
	Complaints Handling Procedure Indicators	Aug–Oct		Nov–Jan		2018/19		Year before	
4b	Total working days and average time in working days to close complaints after Escalation	0		10	10.0	10	10.0	5	5.0
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	16	76.2%	7	58.3%	23	68.6%	43	70.5%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	5	23.8%	5	41.7%	10	31.4%	18	29.5%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	9	47.4%	14	58.3%	23	58.0%	32	50.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	10	52.6%	10	41.7%	20	42.0%	32	50.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0		1	100.0%	1	100.0%	1	100.0%
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)	2	40.0%	5	100.0%	7	63.6%	13	72.2%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	3	60.0%	0	0.0%	3	36.4%	5	27.8%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	9	90.0%	9	90.0%	18	90.5%	23	71.9%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	10.0%	1	10.0%	2	9.5%	9	28.1%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	0		0		0		0	
6.6/6f	Number and % of Escalated complaints not closed within 40 working days (extension)	0		0		0		0	
7.0	Customer satisfaction on completed complaints								
	Customers satisfied with service, numbers and percentage	40	100.0%	37	100.0%	77	100.0%	126	100.0%
	Customers satisfied with outcome, numbers and percentage	40	100.0%	37	100.0%	77	100.0%	126	100.0%

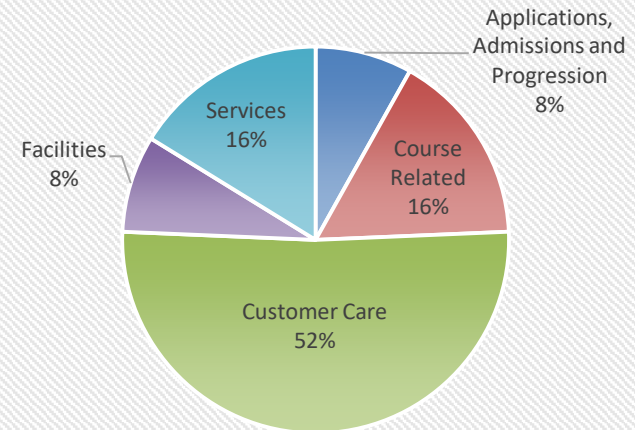
Complaints by Department

Administration, Enterprise and IT	6
Business, Management and Leadership	1
Catering Contract	2
Childcare	2
Construction Crafts	1
Culinary Arts and Hospitality	1
Digital Technologies	6
Education, ESOL and Languages	2
Estates	1
Finance	1
ICT Services	2
Inclusion, Support and Guidance (Student Experience and Engagement)	1
Mechanical Engineering	1
Science	1
Social Care	1
Sport and Fitness	1
SPS	3
Student Information Management	2
Supported Programmes	1
Tourism, Events and Retail	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 2 in 2018/19 is **37**, which is up by 3 with the same time last academic year where 34 complaints were received. The majority related to issues within Administration, Enterprise and IT (6) and Digital Services (6). 1 complaint was escalated from Stage 1 to Stage 2 following further investigation. The remaining complaints were split fairly evenly across various curriculum and professional services.

The highest number of complaints were made by students from Kirkcaldy Campus (15) closely followed by Glenrothes Campus (12) then Dunfermline Campus (6). Complaints were also made by students from Levenmouth Campus (1) and SPS Learning Centres (3).