

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

Appendix 1

| Complaints Handling Procedure Indicators | | Aug–Oct | | Nov–Jan | | Feb–Apr | | May–Jul | | 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 | | 19 | | 16 | | 112 | | 126 | |
| 1.2/1a | College Population and Number of Complaints received per 100 population | 19000 | 0.2 | 19000 | 0.2 | 19000 | 0.1 | 19000 | 0.1 | 19000 | 0.6 | 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% | 5 | 26.3% | 5 | 31.3% | 43 | 38.4% | 61 | 48.4% |
| 2.2/2b | Number of complaints closed at Stage 2 and % of total closed | 19 | 47.5% | 24 | 64.9% | 14 | 73.7% | 10 | 62.5% | 67 | 59.8% | 64 | 50.8% |
| 2.3/2c | Number of complaints closed after Escalation and % of total closed | 0 | 0.0% | 1 | 2.7% | 0 | 0.0% | 0 | 0.0% | 1 | 0.9% | 1 | 0.8% |
| 2.4 | Open | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 1 | 6.3% | 1 | 0.9% | 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% | 1 | 20.0% | 1 | 20.0% | 26 | 60.5% | 31 | 50.8% |
| 3.3/3c | Number and % of complaints not upheld at Stage 1 | 4 | 19.0% | 5 | 41.7% | 4 | 80.0% | 4 | 80.0% | 17 | 39.5% | 30 | 49.2% |
| 3.0 | Stage 2 | | | | | | | | | | | | |
| 3.4/3d | Number and % of complaints upheld at Stage 2 | 9 | 47.4% | 8 | 33.3% | 9 | 64.3% | 3 | 30.0% | 29 | 43.3% | 37 | 57.8% |
| 3.6/3f | Number and % of complaints not upheld at Stage 2 | 10 | 52.6% | 16 | 66.7% | 5 | 35.7% | 7 | 70.0% | 38 | 56.7% | 27 | 42.2% |
| 3.0 | Escalated | | | | | | | | | | | | |
| 3.7/3g | Number and % of complaints upheld after Escalation | 0 | | 1 | 100.0% | 0 | | 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 | 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 | 26 | 5.2 | 30 | 6.0 | 217 | 5.0 | 304 | 5.0 |
| 4.2 | Total working days and average time in working days to close complaints at Stage 2 | 376 | 19.8 | 564 | 23.5 | 249 | 17.8 | 176 | 17.6 | 1365 | 20.4 | 1520 | 23.8 |

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

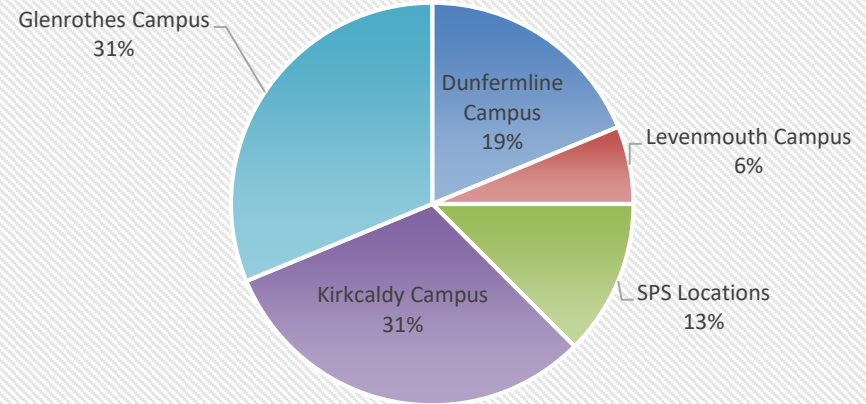
| Complaints Handling Procedure Indicators | | Aug–Oct | | Nov–Jan | | Feb–Apr | | May–Jul | | 2018/19 | | Year before | |
|--|--|---------|--------|---------|--------|---------|--------|---------|--------|---------|--------|-------------|--------|
| 4b | Total working days and average time in working days to close complaints after Escalation | 0 | | 10 | 10.0 | 0 | | 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% | 4 | 80.0% | 3 | 60.0% | 30 | 69.8% | 43 | 70.5% |
| 5.2/5b | Number and % of Stage 1 complaints not closed with 5 working days | 5 | 23.8% | 5 | 41.7% | 1 | 20.0% | 2 | 40.0% | 13 | 30.2% | 18 | 29.5% |
| 5.3/5c | Number and % of Stage 2 complaints closed within 20 working days | 9 | 47.4% | 14 | 58.3% | 11 | 78.6% | 8 | 80.0% | 42 | 62.7% | 32 | 50.0% |
| 5.4/5d | Number and % of Stage 2 complaints not closed within 20 working days | 10 | 52.6% | 10 | 41.7% | 3 | 21.4% | 2 | 20.0% | 25 | 37.3% | 32 | 50.0% |
| 5.5/5e | Number and % of Escalated complaints closed within 20 working days | 0 | | 1 | 100.0% | 0 | | 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 | 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% | 0 | 0.0% | 1 | 50.0% | 8 | 61.5% | 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% | 1 | 100.0% | 1 | 50.0% | 5 | 38.5% | 5 | 27.8% |
| 6.3/6c | Number and % of Stage 2 complaints closed within 40 working days (extension) | 9 | 90.0% | 9 | 90.0% | 3 | 100.0% | 1 | 50.0% | 22 | 88.0% | 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% | 0 | 0.0% | 1 | 50.0% | 3 | 12.0% | 9 | 28.1% |
| 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 | 39 | 97.5% | 37 | 100.0% | 19 | 100.0% | 15 | 100.0% | 110 | 99.1% | 126 | 100.0% |
| | Customers satisfied with outcome, numbers and percentage | 40 | 100.0% | 37 | 100.0% | 19 | 100.0% | 15 | 100.0% | 111 | 100.0% | 126 | 100.0% |

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

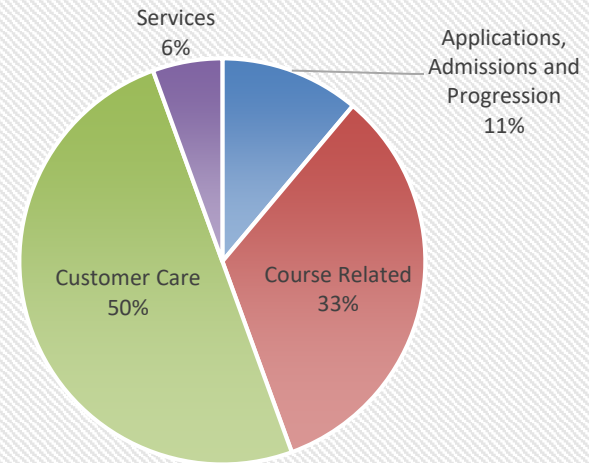
Complaints by Department

| | |
|--|---|
| Administration, Enterprise and IT | 1 |
| Childcare | 1 |
| Construction Crafts | 1 |
| Culinary Arts and Hospitality | 1 |
| Digital Technologies | 1 |
| Education, ESOL and Languages | 1 |
| ICT Services | 1 |
| Inclusion, Support and Guidance (Student Services) | 1 |
| Science | 1 |
| Social Care | 1 |
| Social Science | 2 |
| SPS | 2 |
| Tourism, Events and Retail | 2 |

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 4 in 2018/19 is **16**, which is down by 9 with the same time last academic year where 25 complaints were received. There were no identifiable trends in terms of department. The departments that received the highest number of complaints were Social Science (2), SPS (2) and Tourism, Events and Retail (2). The remaining complaints were split fairly evenly across various curriculum and professional services.

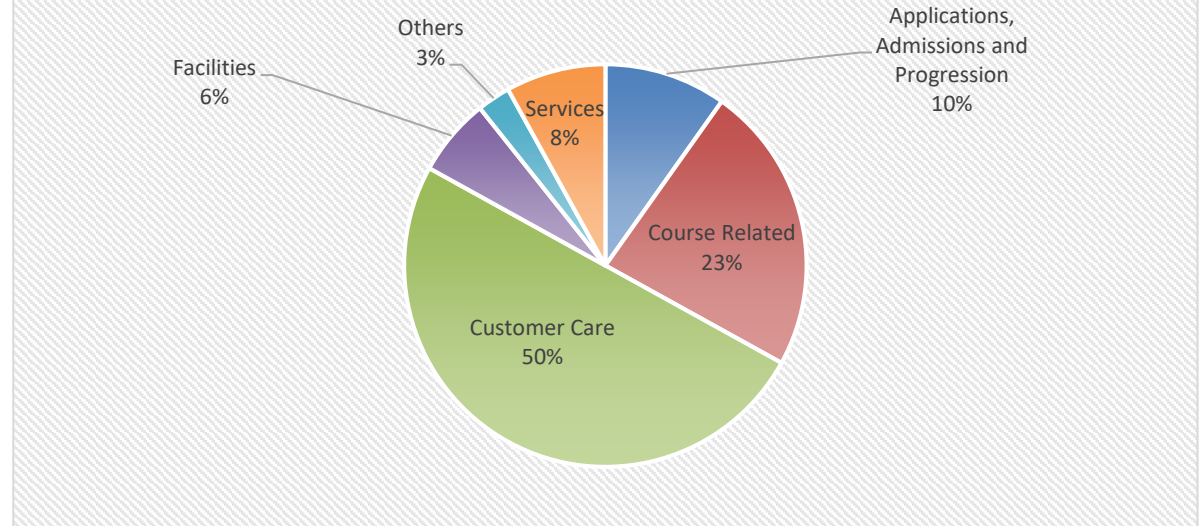
The highest number of complaints were made by students from Kirkcaldy Campus (5) and Glenrothes Campus (5). Complaints were also made by students from Dunfermline Campus (3), SPS Learning Centres (2) and Levenmouth Campus (1).

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

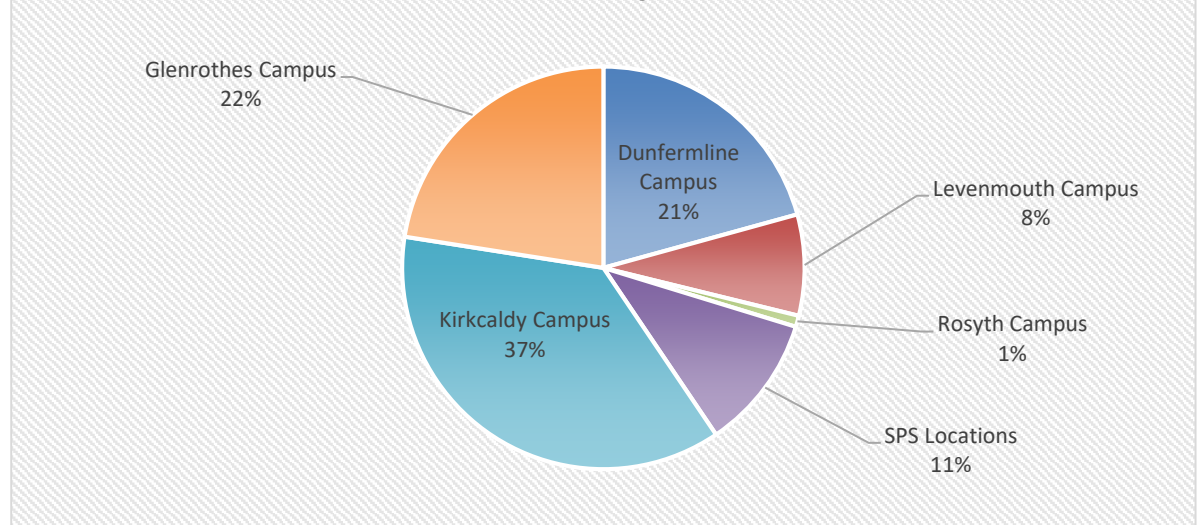
Complaints by Department

| | |
|--|----|
| Administration, Enterprise and IT | 8 |
| Art and Design | 1 |
| Building Services (Gas and Plumbing) | 4 |
| Business, Management and Leadership | 5 |
| Catering Contract | 3 |
| Childcare | 8 |
| Construction Crafts | 2 |
| Culinary Arts and Hospitality | 5 |
| Digital Technologies | 7 |
| Education, ESOL and Languages | 9 |
| Estates | 4 |
| Finance | 1 |
| Hairdressing | 1 |
| ICT Services | 5 |
| Inclusion, Support and Guidance (Student Services) | 4 |
| Marketing | 2 |
| Mathematics | 1 |
| Mechanical Engineering | 2 |
| Performing Arts | 2 |
| Science | 3 |
| Social Care | 4 |
| Social Science | 3 |
| Sport and Fitness | 4 |
| SPS | 12 |
| Student Information Management | 4 |
| Supported Programmes | 4 |
| Tourism, Events and Retail | 4 |

Complaints by Category



Complaints by Campus



Analysis of Complaints – Annual

The total number of complaints received during 2018/19 is **112**, which is down by 11% compared to session 2017/18 where we received 126 complaints and down by 14% from session 2016/17 where we received 146 complaints.

The main departments/areas that complaints were received about during 2018/19 were SPS (11%), Education, ESOL and Languages (8%), Administration, Enterprise and IT (7%), Childcare (7%), Digital Technologies (6%), Business, Management and Leadership (4%), Culinary Arts and Hospitality (4%) and ICT Services (4%).

The majority of complaints received in 2018/19 were about Customer Care related issues (50%). The next highest category was Course Related (23%) followed by Applications, Admissions and Progression (10%), Services (8%), Facilities (6%) and Others (3%).