

The data in this report relates to all Fife College campuses for academic year 2022/23

	<b>Complaints Handling Procedure Indicators</b>	<b>Aug–Oct</b>		<b>Nov–Jan</b>		<b>Feb–Apr</b>		<b>May–Jul</b>		<b>2022/23</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	19		30		25		31		105		71	
1.2/1a	College Population and Complaints received per 100 population	14000		14000		14000		14000		14000		14000	
<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	63.16 %	20	66.67 %	14	56 %	23	74.19 %	69	65.71 %	43	60.56 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	6	31.58 %	10	33.33 %	11	44 %	7	22.58 %	34	32.38 %	25	35.21 %
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	5.26 %	0	0.0 %	0	0.0 %	0	0.0 %	1	0.95 %	3	4.23 %
2.4	Open	0	0.0 %	0	0.0 %	0	0.0 %	1	3.23 %	1	0.95 %	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	<b>Stage 1</b>												
3.1/3a	Number and % of complaints upheld at Stage 1	3	25.00 %	3	15 %	4	28.57 %	5	21.74 %	15	21.74 %	2	4.65 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0 %	3	15 %	0	0.0 %	7	30.43 %	10	14.49 %	12	27.91 %
3.3/3c	Number and % of complaints not upheld at Stage 1	2	16.67 %	2	10 %	2	14.29 %	2	8.70 %	8	11.59 %	11	25.58 %
3.4/3d	Number and % of complaints resolved at Stage 1	7	58.33 %	12	60 %	8	57.14 %	9	39.13 %	36	52.17 %	18	41.86 %
3.0	<b>Stage 2</b>												
3.5/3e	Number and % of complaints upheld at Stage 2	1	16.67 %	6	60 %	5	45.45 %	1	14.29 %	13	38.24 %	7	28 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	3	50.00 %	4	40 %	5	45.45 %	2	28.57 %	14	41.18 %	8	32 %
3.7/3g	Number and % of complaints not upheld at Stage 2	2	33.33 %	0	0.0 %	0	0.0 %	1	14.29 %	3	8.82 %	8	32 %

3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0 %	0	0.0 %	1	9.09 %	3	42.86 %	4	11.76 %	2	8 %
3.0	Escalated												
3.9/3i	Number and % of complaints upheld after Escalation	1	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	100.0 %	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	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	33.33 %
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	34	2.83	103	5.15	51	3.64	188	8.17	376	5.45	194	4.51
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	105	17.5	219	21.9	265	24.09	106	15.14	695	20.44	364	14.56
4.3/4c	Total working days and average time in working days to close complaints after Escalation	9	9	0	0.0	0	0.0	0	0.0	9	9	32	10.67
<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	11	91.67 %	11	55 %	11	78.57 %	16	69.57 %	49	71.01 %	28	65.12 %
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	1	8.33 %	9	45 %	3	21.43 %	7	30.43 %	20	28.99 %	15	34.88 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	83.33 %	5	50 %	6	54.55 %	6	85.71 %	22	64.71 %	21	84 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	16.67 %	5	50 %	5	45.45 %	1	14.29 %	12	35.29 %	4	16 %
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	16.67 %	0	0.0 %	0	0.0 %	0	0.0 %	1	2.94 %	3	12 %
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 %	0	0.0 %	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 %	1	33.33 %	0	0.0 %	1	5 %	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	18	94.74 %	29	96.67 %	25	100.0 %	30	100.0 %	102	98.08 %	68	95.77 %
	Customers satisfied with outcome, numbers and percentage	18	94.74 %	29	96.67 %	25	100.0 %	30	100.0 %	102	98.08 %	68	95.77 %

**Quarter 4 – 1 May 2023 – 31 July 2023**

<b>Complaints by department</b>	
Computing & Technologies	7
Estates	2
College	7
Hair, Beauty & Visual Arts	1
Built Environment	1
Inclusion	2
Culinary Arts and Supported Programmes	1
Management, Leadership and Professional Programmes	1
Childhood Studies & HE Care	1
SPS	1
Mechanical Automotive, Fabrication & Welding	1
Digital Services	1
FE Care, Social Sciences, Counselling and ESOL	3
Media, Sports and Performing Arts	1
Science, Mathematics and STEM	1

<b>Complaints by Campus</b>	
Kirkcaldy	9
Dunfermline	9
Other	3
Glenrothes	8
SPS Locations	1
Rosyth	1

<b>Complaints by Category</b>	
Course Related	11
Customer Care	8
Other	8
Services	2
Facilities	1
Application, Admissions and Progression	1

**Annual – 1 August 2022 – 31 July 2023**

<b>Complaints by departments</b>	
Built Environment, Construction Crafts and Building Services	1
Business, Management and Professional Programmes	3
Childhood Studies and HE Care	5
College	7
Commercial	1
Computing and Technologies	12
Culinary Arts, Service Industries with Supported Programmes and Communities Programmes	3
Digital Services	1
Education and Commercial	1
Electrical	4
Electrical, Mechanical and Building Services	1
Engagement and Employability	1
Estates	4
FE Care, Social Sciences, Counselling and ESOL	18
Hair, Beauty and Visual Arts	4
Health, Social Care and Social Science	5
Inclusion	6
Management, Leadership and Professional Programmes	2
Mechanical Automotive, Fabrication and Welding	4
Media, Sports and Performing Arts	7
Science, Mathematics and STEM	2
SPS	8
Wellbeing and Support	5

<b>Complaints by Campus</b>	
Carnegie Conference Centre	2
Dunfermline	30
Glenrothes	29
Kirkcaldy	29
Other	4
Rosyth	3
SPS Locations	8

<b>Complaints by Category</b>	
Applications, Admissions and Progressions	6
Course Related	49
Customer Care	30
Facilities	3
Other	8
Services	9