

Appendix 1

Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		2019/20		Year before	
1.0	Total number of complaints received and complaints received per 100 population								
1.1	Number of complaints Received	25		21		59		112	
1.2/1a	College Population and Number of Complaints received per 100 population	19000	0.1	19000	0.1	19000	0.3	19000	0.6
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	56.0%	13	61.9%	33	55.9%	43	38.4%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	11	44.0%	7	33.3%	23	39.0%	68	60.7%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	1	4.8%	1	1.7%	1	0.9%
2.4	Open	0	0.0%	0	0.0%	2	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	5	35.7%	5	38.5%	12	36.4%	26	60.5%
3.3/3c	Number and % of complaints not upheld at Stage 1	9	64.3%	8	61.5%	21	63.6%	17	39.5%
3.0	Stage 2								
3.4/3d	Number and % of complaints upheld at Stage 2	6	54.5%	4	57.1%	11	47.8%	30	44.1%
3.6/3f	Number and % of complaints not upheld at Stage 2	5	45.5%	3	42.9%	12	52.2%	38	55.9%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	0		0	0.0%	0	0.0%	1	100.0%
3.9/3i	Number and % of complaints not upheld after Escalation	0		1	100.0%	1	100.0%	0	0.0%
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	51	3.6	95	7.3	207	6.3	217	5.0
4.2	Total working days and average time in working days to close complaints at Stage 2	259	23.5	124	17.7	455	19.8	1451	21.3

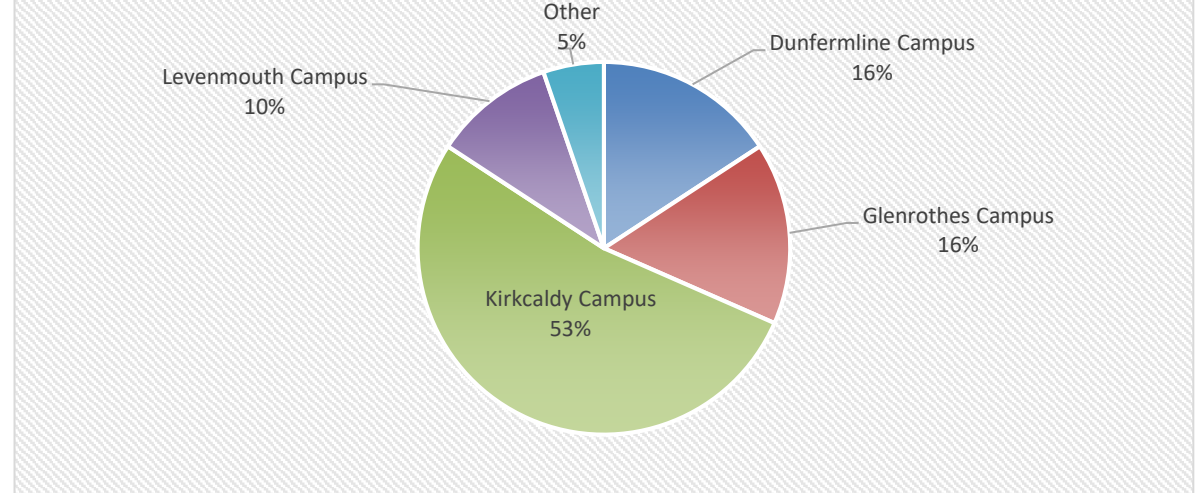
The data in this report relates to all Fife College campuses for academic year **2019/20**, from 01 November 2019 to 31 January 2020.

Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		2019/20		Year before	
4b	Total working days and average time in working days to close complaints after Escalation	0		2	2.0	2	2.0	10	10.0
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	12	85.7%	9	69.2%	22	66.7%	30	69.8%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	2	14.3%	4	30.8%	11	33.3%	13	30.2%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	6	54.5%	4	57.1%	15	65.2%	42	61.8%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	45.5%	3	42.9%	8	34.8%	26	38.2%
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	100.0%	1	25.0%	6	54.5%	8	61.5%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	0	0.0%	3	75.0%	5	45.5%	5	38.5%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	5	100.0%	3	100.0%	8	100.0%	22	84.6%
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%	4	15.4%
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	25	100.0%	21	100.0%	57	100.0%	111	99.1%
	Customers satisfied with outcome, numbers and percentage	25	100.0%	21	100.0%	57	100.0%	112	100.0%

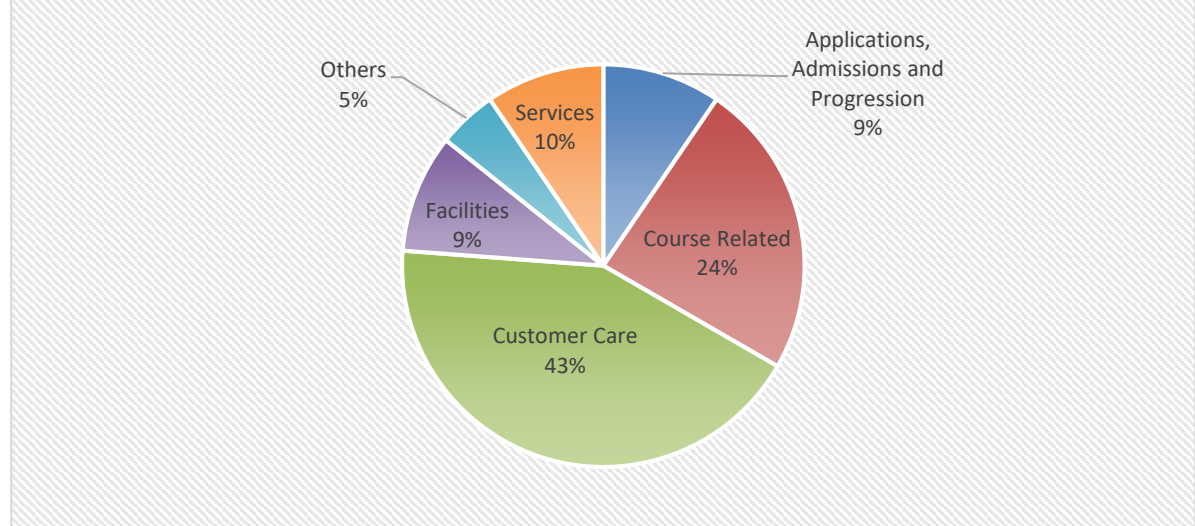
Complaints by Department

Business, Management and Professional Programmes	1
Catering Contract	1
Childcare	2
Construction Crafts and Built Environment	1
Culinary Arts, Hospitality, Supported Programmes and Community	3
Education, ESOL, Core Skills and Social Sciences	3
Estates	1
Expressive and Visual Arts	1
Health and Social Care	1
Science, Mathematics and STEM	1
SPS	2
Wellbeing and Support	4

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 2019/20 is 21, which is down by 16 with the same time last academic year where 37 complaints were received. The departments that received the highest number of complaints were Wellbeing and Support (4), Culinary Arts, Hospitality, Supported Programmes and Community (3) and Education, ESOL, Core Skills and Social Sciences (3), the remaining complaints were split fairly evenly across various curriculum areas and professional services.

The highest number of complaints were made by students from Kirkcaldy Campus (10) followed by Glenrothes Campus (3), Dunfermline Campus (3), Levenmouth Campus (2), SPS Locations (2) and Other (1).