

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

**Appendix 1**

Complaints Handling Procedure Indicators		Aug–Oct		Nov–Jan		Feb–Apr		May–Jul		2019/20		Year before	
1.0	<b>Total number of complaints received and complaints received per 100 population</b>												
1.1	Number of complaints Received	<b>25</b>		<b>21</b>		<b>12</b>		<b>13</b>		<b>71</b>		<b>112</b>	
1.2/1a	College Population and Number of Complaints received per 100 population	19000	0.1	19000	0.1	19000	0.1	19000	0.1	<b>19000</b>	0.4	19000	0.6
2.0	<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	14	56.0%	13	61.9%	6	50.0%	11	84.6%	<b>44</b>	62.0%	43	38.4%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	11	44.0%	7	33.3%	6	50.0%	2	15.4%	<b>26</b>	36.6%	68	60.7%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	1	4.8%	0	0.0%	0	0.0%	<b>1</b>	1.4%	1	0.9%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	0	0.0%	<b>0</b>	0.0%	0	0.0%
3.0	<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	5	35.7%	5	38.5%	2	33.3%	5	45.5%	<b>17</b>	38.6%	26	60.5%
3.3/3c	Number and % of complaints not upheld at Stage 1	9	64.3%	8	61.5%	4	66.7%	6	54.5%	<b>27</b>	61.4%	17	39.5%
3.0	<b>Stage 2</b>												
3.4/3d	Number and % of complaints upheld at Stage 2	6	54.5%	4	57.1%	2	33.3%	1	50.0%	<b>13</b>	50.0%	30	44.1%
3.6/3f	Number and % of complaints not upheld at Stage 2	5	45.5%	3	42.9%	4	66.7%	1	50.0%	<b>13</b>	50.0%	38	55.9%
3.0	<b>Escalated</b>												
3.7/3g	Number and % of complaints upheld after Escalation	0		0	0.0%	0		0		<b>0</b>	0.0%	1	100.0%
3.9/3i	Number and % of complaints not upheld after Escalation	0		1	100.0%	0		0		<b>1</b>	100.0%	0	0.0%
4.0	<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	51	3.6	95	7.3	61	10.2	79	7.2	<b>286</b>	6.5	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	204	34.0	57	28.5	<b>644</b>	24.8	1451	21.3

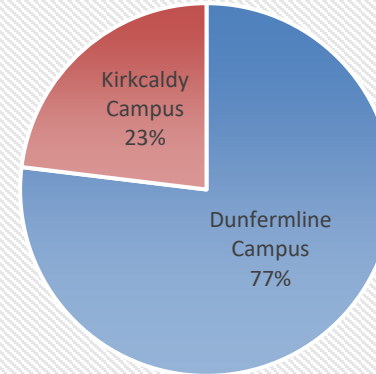
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	Complaints Handling Procedure Indicators	Aug–Oct		Nov–Jan		Feb–Apr		May–Jul		2019/20		Year before	
4b	Total working days and average time in working days to close complaints after Escalation	0		2	2.0	0		0		2	2.0	10	10.0
5.0	<b>Number and % of complaints 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	12	85.7%	9	69.2%	1	16.7%	5	45.5%	27	61.4%	30	69.8%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	2	14.3%	4	30.8%	5	83.3%	6	54.5%	17	38.6%	13	30.2%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	6	54.5%	4	57.1%	5	83.3%	1	50.0%	16	61.5%	42	61.8%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	45.5%	3	42.9%	1	16.7%	1	50.0%	10	38.5%	26	38.2%
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	<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)	2	100.0%	1	25.0%	3	60.0%	4	66.7%	10	58.8%	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%	2	40.0%	2	33.3%	7	41.2%	5	38.5%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	5	100.0%	3	100.0%	0	0.0%	0	0.0%	8	80.0%	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%	1	100.0%	1	100.0%	2	20.0%	4	15.4%
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	<b>Customer satisfaction on completed complaints</b>												
	Customers satisfied with service, numbers and percentage	25	100.0%	21	100.0%	12	100.0%	13	100.0%	71	100.0%	111	99.1%
	Customers satisfied with outcome, numbers and percentage	25	100.0%	21	100.0%	12	100.0%	13	100.0%	71	100.0%	112	100.0%

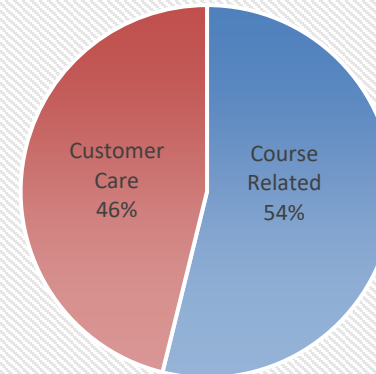
### Complaints by Department

Computing and Technologies	3
Education, ESOL, Core Skills and Social Sciences	8
Health and Social Care	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.

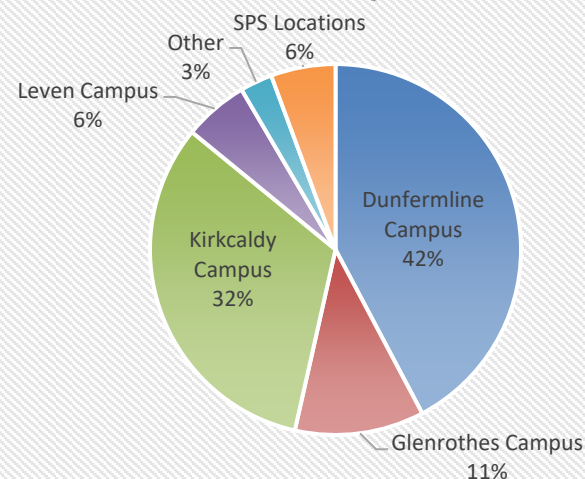
The total number of complaints received for Quarter 4 in 2019/20 is 13, which is down by 3 with the same time last academic year where 16 complaints were received. The departments that received the highest number of complaints were Education, ESOL and Core Skills (8), Computing and Technologies (3) and Health and Social Care (2).

The highest number of complaints were made by students from Dunfermline Campus (10) followed by Kirkcaldy Campus (3). No complaints were received from any of the other College campuses.

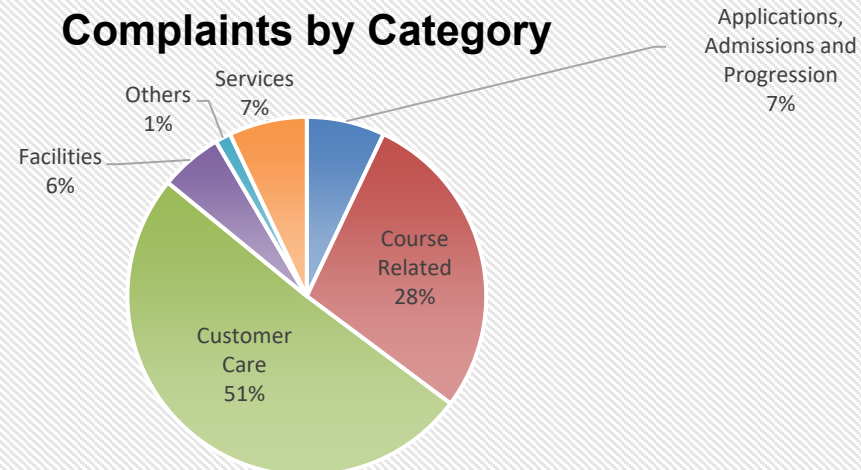
### Complaints by Department

Business, Management and Professional Programmes	3
Catering Contract	1
Childcare	4
Computing and Technologies	6
Construction Crafts and Built Environment	2
Culinary Arts, Hospitality, Supported Programmes and Community	7
Education, ESOL, Core Skills and Social Sciences	13
Electrical, Mechanical and Building Services	1
Engagement and Employability	1
Estates	3
Expressive and Visual Arts	7
Finance	1
Health and Social Care	9
Marketing	1
Media and Sports	1
Science, Mathematics and STEM	1
SPS	4
Wellbeing and Support	6

### Complaints by Campus



### Complaints by Category



**Analysis of Complaints – Annual**

The total number of complaints received during 2019/20 is **71**, which is down by 37% compared to session 2018/19 where we received 112 complaints and down by 11% from session 2017/18 where we received 126 complaints.

The main departments/areas that complaints were received about during 2019/20 were Education, ESOL, Core Skills and Social Sciences (18%), Health and Social Care (13%), Culinary Arts, Hospitality, Supported Programmes and Community (10%) and Expressive and Visual Arts (10%).

The majority of complaints received in 2019/20 were about Customer Care related issues (51%). The next highest category was Course Related (28%) followed by Applications, Admissions and Progression (7%), Services (7%), Facilities (6%) and Others (1%).

The highest number of complaints were made by students from Dunfermline Campus (42%) and Kirkcaldy Campus (32%). Complaints were also made by students from Glenrothes Campus (11%), Levenmouth Campus (6%), SPS Learning Centres (6%) and Other (3%).