



Scottish Public Services Ombudsman Complaints Performance

Quality

Indicators (version 1.0.0.23)

The data in this report relates to all Fife College campuses for academic year 2020/21, from 01 August 2020 to 31 October 2020.

Appendix 1

Complaints Handling Procedure Indicators		Aug-Oct		Nov-Jan		Feb-Apr		May-Jul		Year Before	
1.0	Total number of complaints received and complaints received per 100 population										
1.1	Number of Complaints	28	28	14	14	0	0	0	0	0	0
1.2/1a	College Population and Complaints received per 100 population	19000	0.00	19000	0.00	19000	0	19000	0	14000	0
2.0	Total number of complaints received and complaints received per 100 population										
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	23	82.14 %	12	85.71 %	0	0.0 %	0	0.0 %	0	0.0 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	5	17.86 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0 %	1	7.14 %	0	0.0 %	0	0.0 %	0	0.0 %
2.4	Open	0	0.0 %	1	7.14 %	0	0.0 %	0	0.0 %	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	1	4.35 %	2	16.67 %	0	0.0 %	0	0.0 %	0	0.0 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	6	26.09 %	3	25.00 %	0	0.0 %	0	0.0 %	0	0.0 %
3.3/3c	Number and % of complaints not upheld at Stage 1	16	69.57 %	7	58.33 %	0	0.0 %	0	0.0 %	0	0.0 %
3.0	Stage 2										
3.4/3d	Number and % of complaints upheld at Stage 2	2	40 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
3.5/3e	Number and % of complaints partially upheld at Stage 2	1	20 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
3.6/3f	Number and % of complaints not upheld at Stage 2	2	40 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
3.0	Escalated										
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
3.8/3h	Number and % of complaints partially upheld after Escalation	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0 %	1	100.0 %	0	0.0 %	0	0.0 %	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	34	1.48	36	3	0	0	0	0	0	0
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	88	17.6	0	0	0	0	0	0	0	0

4.3/4c	Total working days and average time in working days to close complaints after Escalation	0	0	14	14	0	0	0	0	0	0
	Complaints Handling Procedure Indicators	Aug-Oct		Nov-Jan		Feb-Apr		May-Jul		Year Before	
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	23	100.0 %	11	91.67 %	0	0.0 %	0	0.0 %	0	0.0 %
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	0	0.0 %	1	8.33 %	0	0.0 %	0	0.0 %	0	0.0 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0 %	1	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
	Complaints Handling Procedure Indicators	Aug-Oct		Nov-Jan		Feb-Apr		May-Jul		Year Before	
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)	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	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 %
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 %
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 %
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 %
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 %
	Complaints Handling Procedure Indicators	Aug-Oct		Nov-Jan		Feb-Apr		May-Jul		Year Before	
7.0	Customer satisfaction on completed complaints										
	Customers satisfied with service, numbers and percentage	28	100.0 %	13	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %
	Customers satisfied with outcome, numbers and percentage	28	100.0 %	13	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %

Complaints by department

Administration, Tourism, Events and Enterprise	5
Childcare	4
Construction Crafts and Built Environment	1
Culinary Arts, Hospitality, Supported Programmes and Community	1
Education, ESOL, Core Skills and Social Sciences	2
Estates	1
Expressive and Visual Arts	3
Health and Social Care	3

Science, Mathematics and STEM	4
SPS	1
Wellbeing and Support	17
Complaints by Campus	
Dunfermline (Halbeath) Campus	17
Glenrothes (Stenton) Campus	7
Kirkcaldy (St Brycedale) Campus	16
Other	1
SPS Locations	1
Complaints by Category	
Applications, Admissions and Progressions	2
Course Related	5
Customer Care	17
Services	18