Fife College

Scottish Public Services Ombudsman Complaints Performance Indicators **Appendix 1**

The data in this report relates to all Fife College campuses for academic year 2020/21.

	Complaints Handling Procedure Indicators	**Aug–Oct**		**Nov–Jan**		**Feb–Apr**		**May–Jul**		**2020/21**		**Year before**	
1.0	**Total number of complaints received and complaints received per 100 population**												
1.1	Number of complaints received	28		16		9		3		56		0	
1.2/1a	College Population and Complaints received per 100 population	19000		19000		19000		19000		19000		14000	
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	23	82.14 %	15	93.75 %	8	88.89 %	1	33.33 %	47	83.93 %	0	0.0 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	5	17.86 %	0	0.0 %	1	11.11 %	0	0.0 %	6	10.71 %	0	0.0 %
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0 %	1	6.25 %	0	0.0 %	0	0.0 %	1	1.79 %	0	0.0 %
2.4	Open	0	0.0 %	0	0.0 %	0	0.0 %	2	66.67 %	2	3.57 %	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 %	3	20.00 %	2	25.0 %	0	0.0 %	6	12.77 %	0	0.0 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	6	26.09 %	4	26.67 %	4	50.0 %	0	0.0 %	14	29.79 %	0	0.0 %
3.3/3c	Number and % of complaints not upheld at Stage 1	16	69.57 %	8	53.33 %	2	25.0 %	1	100.0 %	27	57.45 %	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 %	2	33.33 %	0	0.0 %
3.5/3e	Number and % of complaints partially upheld at Stage 2	1	20 %	0	0.0 %	1	100.0 %	0	0.0 %	2	33.33 %	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 %	2	33.33 %	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 %	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 %	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 %	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	34	1.48	96	6.4	38	4.75	3	3	171	3.64	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	2	2	0	0.0	90	15	0	0.0
4.3/4c	Total working days and average time in working days to close complaints after Escalation	0	0.0	14	14	0	0.0	0	0.0	14	14	0	0.0
5.0	**Number and % of complaints closed within set timescales (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 %	12	80.00 %	5	62.5 %	1	100.0 %	41	87.23 %	0	0.0 %
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	0	0.0 %	3	20.00 %	3	37.5 %	0	0.0 %	6	12.77 %	0	0.0 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0 %	0	0.0 %	1	100.0 %	0	0.0 %	1	16.67 %	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 %	5	83.33 %	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 %	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 %	1	16.67 %	0	0.0 %
6.0	**Number and % of complaints closed at each stage where extensions have been authorized**												
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 %	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 %
7.0	**Customer satisfaction on completed complaints**												
	Customers satisfied with service, numbers and percentage	28	100.0 %	16	100.0 %	9	100.0 %	1	100.0 %	54	100.0 %	0	0.0 %
	Customers satisfied with outcome, numbers and percentage	28	100.0 %	16	100.0 %	9	100.0 %	1	100.0 %	54	100.0 %	0	0.0 %

Quarter 3 – 1 February 2021 – 30 April 2021

Complaints by departments	
Administration, Tourism, Events and Enterprise	1
Business, Management and Professional Programmes	1
Culinary Arts, Hospitality, Supported Programmes and Community	1
Education, ESOL, Core Skills and Social Sciences	1
Estates	1
Expressive and Visual Arts	1
Inclusion	1
Mechanical, Automotive, Electrical and Fabrication & Welding	1
Media and Sports	1

Complaints by Campus	
Dunfermline (Halbeath) Campus	2
Glenrothes (Stenton) Campus	4
Kirkcaldy (St Brycedale) Campus	2
Other	1

Complaints by Category	
Course Related	3
Customer Care	5
Services	1