

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		9		62		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	11.11 %	47	75.81 %	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 %	6	66.67 %	12	19.35 %	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	1.61 %	0	0.0 %
2.4	Open	0	0.0 %	0	0.0 %	0	0.0 %	2	22.22 %	2	3.23 %	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 %
3.4/3d	Number and % of complaints resolved at Stage 1	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	2	40 %	0	0.0 %	0	0.0 %	3	50.00 %	5	41.67 %	0	0.0 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	1	20 %	0	0.0 %	1	100.0 %	0	0.0 %	2	16.67 %	0	0.0 %
3.7/3g	Number and % of complaints not upheld at Stage 2	2	40 %	0	0.0 %	0	0.0 %	2	33.33 %	4	33.33 %	0	0.0 %
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0 %	0	0.0 %	0	0.0 %	1	16.67 %	1	8.33 %	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 %	7	100.0 %	60	100.0 %	0	0.0 %
	Customers satisfied with outcome, numbers and percentage	28	100.0 %	16	100.0 %	9	100.0 %	7	100.0 %	60	100.0 %	0	0.0 %

Quarter 4 – 1 May2021 – 31 August 2021

Complaints by departments	
Childcare	1
Expressive and Visual Arts	3
Health and Social Care	2
Science, Mathematics and STEM	1
SPS	2

Complaints by Campus	
Dunfermline (Halbeath) Campus	5
Glenrothes (Stenton) Campus	1
Kirkcaldy (St.Brycedale) Campus	1
SPS Locations	2

Complaints by Category	
Course Related	2
Customer Care	7

Annual – 1 August 2020 – 31 July 2021

Complaints by departments	
Administration, Tourism, Events and Enterprise	6
Business, Management and Professional Programmes	2
Childcare	5
Construction Crafts and Built Environment	1
Culinary Arts, Hospitality, Supported Programmes and Community	2
Education, ESOL, Core Skills and Social Sciences	3
Estates	2
Expressive and Visual Arts	7
Health and Social Care	5
Inclusion	1
Mechanical, Automotive, Electrical and Fabrication & Welding	1
Media and Sports	1
Science, Mathematics and STEM	6
SPS	3
Wellbeing and Support	17

Complaints by Campus	
Dunfermline (Halbeath) Campus	26
Glenrothes (Stenton) Campus	12
Kirkcaldy (St Brycedale) Campus	19
Other	2
SPS Locations	3

Complaints by Category	
Applications, Admissions and Progressions	2
Course Related	12
Customer Care	29
Services	19