

The data in this report relates to all Fife College Campuses in academic year 2025/26

[illegible]

3.5/3e	Number and % of complaints upheld at Stage 2	2	40 %	0	0.0 %	2	20 %	1	33.33 %	5	21.74 %	15	41.67 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	1	20 %	2	40 %	3	30 %	1	33.33 %	7	30.43 %	13	36.11 %
3.7/3g	Number and % of complaints not upheld at Stage 2	1	20 %	1	20 %	3	30 %	1	33.33 %	6	26.09 %	6	16.67 %
3.8/3h	Number and % of complaints resolved at Stage 2	1	20 %	2	40 %	2	20 %	0	0.0 %	5	21.74 %	2	5.56 %
3.0	Escalated												
3.9/3i	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 %
3.10/3j	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 %
3.11/3k	Number and % of complaints not upheld after Escalation	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
3.12/3l	Number and % of complaints resolved after Escalation	0	0.0 %	0	0.0 %	0	0.0 %	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	10	2.5	65	5.42	99	8.25	392	13.07	566	9.76	279	5.17
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	248	49.6	252	50.4	337	33.7	99	33	936	40.70	1223	33.97
4.3/4c	Total working days and average time in working days to close complaints after Escalation	0	0.0	0	0.0	0	0.0	36	36	36	36	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	4	100.0 %	7	58.33 %	5	41.67 %	10	33.33 %	26	44.83 %	38	70.37 %

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	Customers satisfied with service, numbers and percentage	9	100.0 %	17	100.0 %	22	100.0 %	34	100.0 %	82	100.0 %	90	100.0 %
	Customers satisfied with outcome, numbers and percentage	9	100.0 %	17	100.0 %	22	100.0 %	34	100.0 %	82	100.0 %	90	100.0 %

Quarter 4 – 1 May 2026 – 31 July 2026

Complaints by Department	
Social Sciences	15
Construction Trades and Low Carbon Transitions	1
Sport and Fitness and Access to College	2
Culinary Arts and Hospitality	1
Hair, Barbering and Performing Arts	4
Manufacturing, Automotive, Fabrication and Welding	2
Electrical	1
Art and Design and Built Environment	1
Finance	1
Healthcare	1
Accounting, Legal, Police and Union Studies	1
Beauty and Holistic Therapies	2
Mechanical Engineering, Automation and Robotics	1
Computing and Digital Technologies	1

Complaints by Campus	
Kirkcaldy	8
Dunfermline	19
Glenrothes	6
Leven	1

Complaints by Category	
Customer Care	9
Course Related	18
Applications, Admissions and Progression	5
Services	2

Annual – 1 August 2025 – 31 July 2026

Complaints by Department	
Construction Crafts	2
Wellbeing and Counselling	4
Computing and Digital Technologies	3
Business, Enterprise, Administration and IT	2
Marketing	2
Healthcare	2
Finance	2
Inclusion	3
Social Sciences	25
Manufacturing, Automotive, Fabrication and Welding	4
Accounting, Legal and Police and Union Studies	3
Communication and Engagement	2
Business Development (Commercial)	1
Culinary Arts and Hospitality	2
ESOL and Travel and Tourism	1
Wellbeing, Guidance and Support	2
Hair, Barbering and Performing Arts	6
Estates	1
Childhood Practice	1
Science and STEM	1
Electrical	5
Media and Sound Productions	1
Construction Trades and Low Carbon Transitions	1
Sport and Fitness and Access to College	2
Art and Design and Built Environment	1
Beauty and Holistic Therapies	2
Mechanical Engineering, Automation and Robotics	1

Complaints by Campus	
Glenrothes	13
Kirkcaldy	20
Other	3
Dunfermline	43
Conference Centre	1
Leven	1

Complaints by Category	
Customer Care	33
Applications, Admissions and Progression	11
Course Related	27
Services	7
Other	1
Facilities	3