

[illegible]

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 %	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	65	4.64	39	3.9	79	4.65	0	0.0	183	4.46	263	6.58
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	225	37.5	119	17	123	24.6	0	0.0	467	25.94	1602	29.67
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	0	0.0	0	0.0	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	10	71.43 %	7	70 %	12	70.59 %	0	0.0 %	29	70.73 %	26	65.0 %
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	4	28.57 %	3	30 %	5	29.41 %	0	0.0 %	12	29.27 %	14	35.0 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	1	16.67 %	6	85.71 %	4	80 %	0	0.0 %	11	61.11 %	14	25.93 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	83.33 %	1	14.29 %	1	20 %	0	0.0 %	7	38.89 %	40	74.07 %
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 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
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 %	1	7.14 %
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	20	100.0 %	17	100.0 %	22	100.0 %	0	0.0 %	59	100.0 %	94	100.0 %
	Customers satisfied with outcome, numbers and percentage	20	100.0 %	17	100.0 %	22	100.0 %	0	0.0 %	59	100.0 %	94	100.0 %

Quarter 3 – 1 February 2025 – 30 April 2025

Complaints by Department	
Mechanical and Manufacturing Engineering	4
Childhood Practice and Social Services	2
Social Sciences and Core Skills	3
Finance	1
Digital Services	2
Wellbeing and Support	2
Culinary Arts and Hospitality	3
SPS	1
Pathways to Healthcare and Life Sciences	1
Inclusion	2
Healthcare Academy	2
Estates	2
Business and Administration	1
Supported Programmes and Local Outreach Delivery	1
Sport and Fitness and Access to College	1
Construction Trades and Low Carbon Transitions	1
Maths, Physics and Numeracy	1

Complaints by Campus	
Glenrothes Campus	10
Dunfermline Campus	9
Kirkcaldy Campus	9
SPS Locations	1
Rosyth Campus	1

Complaints by Category	
Customer Care	13
Course Related	10
Services	4
Applications, Admissions and Progression	1
Facilities	1
Other	1