

Scottish Public Services Ombudsman Complaints Performance Indicators

The data in this report relates to all Fife College Campuses in academic year 2024/25

	Complaints Handling Procedure Indicators	Aug-Oct	Nov–Jan			Feb-Apr		May–Jul		2024/25		Year before	
1.0	Total number of complaints r	received an	d complai	ints receiv	ed per 100	populatio	on						
1.1	Number of complaints received	20	-	17		30		1		68		94	
1.2/1a	College Population and Complaints received per 100 population	14000		14000		14000		14000		14000		14000	
2.0	Number of complaints closed	d at each st	age and a	s a % of al	ll complair	nts closed							
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	14	70 %	10	58.82 %	17	56.67 %	0	0.0 %	41	60.29 %	40	42.55 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	6	30 %	7	41.18 %	5	16.67 %	0	0.0 %	18	26.47 %	54	57.45 %
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %
2.4	Open	0	0.0 %	0	0.0 %	8	26.67 %	1	100.0 %	9	13.24 %	0	0.0 %
3.0	Number of complaints uphele	d, partially	upheld an	d not uphe	eld at each	stage an	d as a % of	complai	nts closed a	at that sta	ge		
3.0	Stage 1												
3.1/3a	Number and % of complaints upheld at Stage 1	0	0.0 %	2	20 %	1	5.88 %	0	0.0 %	3	7.32 %	2	5.0 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	3	21.43 %	1	10 %	2	11.76 %	0	0.0 %	6	14.63 %	6	15.0 %
3.3/3c	Number and % of complaints not upheld at Stage 1	2	14.29 %	3	30 %	6	35.29 %	0	0.0 %	11	26.83 %	13	32.5 %
3.4/3d	Number and % of complaints resolved at Stage 1	9	64.29 %	4	40 %	8	47.06 %	0	0.0 %	21	51.22 %	19	47.5 %
3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	5	83.33 %	2	28.57 %	2	40 %	0	0.0 %	9	50.00 %	16	29.63 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	1	16.67 %	2	28.57 %	1	20 %	0	0.0 %	4	22.22 %	24	44.44 %
3.7/3g	Number and % of complaints not upheld at Stage 2	0	0.0 %	3	42.86 %	2	40 %	0	0.0 %	5	27.78 %	4	7.41 %
3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	10	18.52 %

Appendix 1

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 %
3.12/3	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 avera	age time i	n working o	days to cl	ose compla	ints at e	ach 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 v	vithin set tir	nescales	(S1=5 work	ing days	; S2=20 wor	king da	ys; Escalate	ed = 20 wo	orking days)		-
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	10	71.43 %		70 %	12	70.59 %		0.0 %	29	70.73 %		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			e where e		nave bee							
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 co	mpleted c	omplaints										
	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				