

Scottish Public Services Ombudsman Complaints Performance Indicators
Appendix 1

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

	Complaints Handling Procedure Indicators	Aug–Oct	Nov–Jan	Feb–Apr	May–Jul	2025/26	Year before						
1.0	Total number of complaints received and complaints received per 100 population												
1.1	Number of complaints received	10	8	0	0	18	90						
1.2/1a	College Population and Complaints received per 100 population	14000	14000	14000	14000	14000	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	4	40 %	5	62.5 %	0	0.0 %	0	0.0 %	9	50.00 %	54	60.00 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	2	20 %	0	0.0 %	0	0.0 %	0	0.0 %	2	11.11 %	34	37.78 %
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	4	40 %	3	37.5 %	0	0.0 %	0	0.0 %	7	38.89 %	2	2.22 %
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	25 %	0	0.0 %	0	0.0 %	0	0.0 %	1	11.11 %	6	11.11 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	1	25 %	0	0.0 %	0	0.0 %	0	0.0 %	1	11.11 %	11	20.37 %
3.3/3c	Number and % of complaints not upheld at Stage 1	0	0.0 %	1	20 %	0	0.0 %	0	0.0 %	1	11.11 %	13	24.07 %
3.4/3d	Number and % of complaints resolved at Stage 1	2	50 %	4	80 %	0	0.0 %	0	0.0 %	6	66.67 %	24	44.44 %
3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	2	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	2	100.0 %	14	41.18 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	12	35.29 %
3.7/3g	Number and % of complaints not upheld at Stage 2	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	6	17.65 %

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	6	100.0 %	5	100.0 %	0	0.0 %	0	0.0 %	11	100.0 %	88	100.0 %
	Customers satisfied with outcome, numbers and percentage	6	100.0 %	5	100.0 %	0	0.0 %	0	0.0 %	11	100.0 %	88	100.0 %

Quarter 1 – 1 August 2025 – 31 October 2025

Complaints by Department	
Construction Crafts	1
Wellbeing and Counselling	2
Computing and Digital Technologies	1
Business, Enterprise, Administration and IT	1
Marketing	1
Healthcare	2
Finance	1
Inclusion	1

Complaints by Campus	
Glenrothes	3
Kirkcaldy	4
Other	1
Dunfermline	2

Complaints by Category	
Customer Care	3
Applications, Admissions and Progression	3
Course Related	2
Services	2