

Scottish Public Services Ombudsman Complaints Performance Indicators

Appendix 1

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 | eceived ar | nd complai | ints receiv | ed per 100 | populatio | n | • | | | | | |
| 1.1 | Number of complaints received | 20 | | 17 | | 30 | | 0 | | 67 | | 94 | |
| 1.2/1a | College Population and Complaints received per 100 population | 14000 | | 14000 | | 14000 | | 14000 | | 14000 | | 14000 | |
| 2.0 | Number of complaints closed | | | | | | | | | | | | |
| 2.1/2a | Number of complaints closed at Stage 1 and % of total closed | 14 | 70 % | 10 | 58.82 % | 15 | 50.00 % | 0 | 0.0 % | 39 | 58.21 % | 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 | 26.87 % | 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 % | 10 | 33.33 % | 0 | 0.0 % | 10 | 14.93 % | 0 | 0.0 % |
| 3.0 | Number of complaints uphelo | d, partially | upheld an | d not upho | eld at each | stage and | d as a % of | complai | nts closed | at that sta | age | | |
| 3.0 | Stage 1 | | | | | | | | | | | | |
| 3.1/3a | Number and % of complaints upheld at Stage 1 | 0 | 0.0 % | 2 | 20 % | 1 | 6.67 % | 0 | 0.0 % | 3 | 7.69 % | 2 | 5.0 % |
| 3.2/3b | Number and % of complaints partially upheld at Stage 1 | 3 | 21.43 % | 1 | 10 % | 2 | 13.33 % | 0 | 0.0 % | 6 | 15.38 % | 6 | 15.0 % |
| 3.3/3c | Number and % of complaints not upheld at Stage 1 | 2 | 14.29 % | 3 | 30 % | 6 | 40.00 % | 0 | 0.0 % | 11 | 28.21 % | 13 | 32.5 % |
| 3.4/3d | Number and % of complaints resolved at Stage 1 | 9 | 64.29 % | 4 | 40 % | 6 | 40.00 % | 0 | 0.0 % | 19 | 48.72 % | 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 % |

| 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 | | in working o | days to c | lose compla | aints 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 | 64 | 4.27 | 0 | 0.0 | 168 | 4.31 | 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 | within set tir | nescales | (S1=5 work | ing days | s; S2=20 wor | king da | ys; Escalate | ed = 20 w | orking days) | | |
| 5.1/5a | Number and % of Stage 1 complaints closed within 5 working days | 10 | 71.43 % | 7 | 70 % | 11 | 73.33 % | 0 | 0.0 % | 28 | 71.79 % | 26 | 65.0 % |
| 5.2/5b | Number and % of Stage 1 complaints not closed with 5 working days | 4 | 28.57 % | 3 | 30 % | 4 | 26.67 % | 0 | 0.0 % | 11 | 28.21 % | 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 a | | e where | | have 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 co | omplaints | | | | | | | | | | |
| | Customers satisfied with service, numbers and percentage | 20 | 100.0 % | 17 | 100.0 % | 20 | 100.0 % | 0 | 0.0 % | 57 | 100.0 % | 94 | 100.0 % |
| | Customers satisfied with outcome, numbers and percentage | 20 | 100.0 % | 17 | 100.0 % | 20 | 100.0 % | 0 | 0.0 % | 57 | 100.0 % | 94 | 100.0 % |

Quarter 2 – 1 November 2024 – 31 January 2025

| Complaints by Department | |
|--|---|
| Inclusion | 3 |
| Creative Hair and Performance Artistry | 2 |
| Art and Design and Built Environment | 1 |
| SPS | 1 |
| Mechanical and Manufacturing Engineering | 1 |
| Childhood Practice & Social Services | 1 |
| Construction Trades and Low Carbon Transitions | 1 |
| Social Sciences and Core Skills | 1 |
| Supported Programmes & Local Outreach Delivery | 1 |
| Cyber, Digital and Computing Science | 2 |
| Business and Administration | 1 |
| Accounting, Legal and Police | 1 |
| Pathways to Healthcare and Life Sciences | 1 |

| Complaints by Campus | | | | | |
|---------------------------------|---|--|--|--|--|
| Dunfermline (Halbeath) Campus | 7 | | | | |
| Kirkcaldy (St Brycedale) Campus | 4 | | | | |
| SPS Locations | 1 | | | | |
| Glenrothes (Stenton) Campus | 4 | | | | |
| Other | 1 | | | | |

| Complaints by Category | | | | | | |
|------------------------|----|--|--|--|--|--|
| Customer Care | 12 | | | | | |
| Course Related | 3 | | | | | |
| Services | 2 | | | | | |