

[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	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 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 %	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 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 %	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