

The data in this report relates to all Fife College Campuses for 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 received and complaints received per 100 population												
1.1	Number of complaints received	20		17		3		0		40		94	
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	14	70 %	10	58.82 %	0	0.0 %	0	0.0 %	24	60.0 %	40	42.55 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	6	30 %	6	35.29 %	0	0.0 %	0	0.0 %	12	30.0 %	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 %	1	5.88 %	3	100.0 %	0	0.0 %	4	10.0 %	0	0.0 %
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	0	0.0 %	2	20 %	0	0.0 %	0	0.0 %	2	8.33 %	2	5.0 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	3	21.43 %	1	10 %	0	0.0 %	0	0.0 %	4	16.67 %	6	15.0 %
3.3/3c	Number and % of complaints not upheld at Stage 1	2	14.29 %	3	30 %	0	0.0 %	0	0.0 %	5	20.83 %	13	32.5 %
3.4/3d	Number and % of complaints resolved at Stage 1	9	64.29 %	4	40 %	0	0.0 %	0	0.0 %	13	54.17 %	19	47.5 %
3.0	Stage 2												

3.5/3e	Number and % of complaints upheld at Stage 2	5	83.33 %	2	33.33 %	0	0.0 %	0	0.0 %	7	58.33 %	16	29.63 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	1	16.67 %	1	16.67 %	0	0.0 %	0	0.0 %	2	16.67 %	24	44.44 %
3.7/3g	Number and % of complaints not upheld at Stage 2	0	0.0 %	3	50.00 %	0	0.0 %	0	0.0 %	3	25.00 %	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 %
3.12/3l	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	0	0.0	0	0.0	104	4.33	263	6.58
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	225	37.5	99	16.5	0	0.0	0	0.0	324	27	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 %	0	0.0 %	0	0.0 %	17	70.83 %	26	65.0 %

5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	4	28.57 %	3	30 %	0	0.0 %	0	0.0 %	7	29.17 %	14	35.0 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	1	16.67 %	5	83.33 %	0	0.0 %	0	0.0 %	6	50.00 %	14	25.93 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	5	83.33 %	1	16.67 %	0	0.0 %	0	0.0 %	6	50.00 %	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 %	16	100.0 %	0	0.0 %	0	0.0 %	36	100.0 %	94	100.0 %
Customers satisfied with outcome, numbers and percentage	20	100.0 %	16	100.0 %	0	0.0 %	0	0.0 %	36	100.0 %	94	100.0 %

Quarter 1 – 1 August 2024 – 31 October 2024

Complaints by Department	
Art & Design and the Built Environment	1
BMPP Commercial	1
Construction Crafts	2
Creative Media Production	2
Culinary Arts & Hospitality	2
Electrical	1
Pathway to Childcare Studies	2
Pathway to Healthcare and Life Sciences	5
Registry, Data and Exams	1
Social Sciences & Core Skills	1
Sport & Fitness and Access to College	1
Supported Programmes and Local Outreach Delivery	1

Complaints by Campus	
Kirkcaldy	12
Glenrothes	4
Dunfermline	2
Rosyth Campus	1
Other	1
Levenmouth	0

Complaints by Category	
Course Related	10
Applications, Admissions and Progressions	6
Customer Care	4