

Scottish Public Services Ombudsman Complaints Performance Indicators

Appendix 1

The data in this report relates to all Fife College campuses for academic year 2021/22

	Complaints Handling Procedure Indicators	Aug-Oct Nov-Jan		Feb-Ap	or	May-J	ul	2021/22		Year before			
1.0	Total number of complaints r	eceived a	nd compla	ints recei	ved per 100	populat	ion	•		•		•	
1.1	Number of complaints received	22		11		14	14 24		24		71		
1.2/1a	College Population and Complaints received per 100 population	14000		14000		14000		14000		14000		19000	
2.0	Number of complaints closed	d at each s											
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	12	54.55 %		36.36 %		85.71 %	15	62.50 %	43	60.56 %	47	75.81 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	8	36.36 %	7	63.64 %	2	14.29 %	6	25.00 %	23	32.39 %	14	22.58 %
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	9.09 %	0	0.0 %	0	0.0 %	1	4.17 %	3	4.23 %	1	1.61 %
2.4	Open	0	0.0 %	0	0.0 %	0	0.0 %	2	8.33 %	2	2.82 %	0	0.0 %
3.0	Number of complaints uphelo	d, partially	upheld an	d not uph	neld at each	stage a	nd as a % of	compla	ints closed a	at that sta	age		
3.0	Stage 1												
3.1/3a	Number and % of complaints upheld at Stage 1	0	0.0 %	0	0.0 %	2	16.67 %	0	0.0 %	2	4.65 %	6	12.77 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	3	25.00 %	1	25 %	3	25.00 %	5	33.33 %	12	27.91 %	14	29.79 %
3.3/3c	Number and % of complaints not upheld at Stage 1	5	41.67 %	1	25 %	2	16.67 %	3	20.00 %	11	25.58 %	27	57.45 %
3.4/3d	Number and % of complaints resolved at Stage 1	4	33.33 %	2	50 %	5	41.67 %	7	46.67 %	18	41.86 %	0	0.0 %
3.0	Stage 2	•	•		•	•	•	•	•	•		•	
3.5/3e	Number and % of complaints upheld at Stage 2	3	37.5 %	1	14.29 %	1	50 %	2	33.33 %	7	30.43 %	5	35.71 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	4	50.0 %	2	28.57 %	0	0.0 %	2	33.33 %	8	34.78 %	3	21.43 %
3.7/3g	Number and % of complaints not upheld at Stage 2	1	12.5 %	3	42.86 %	0	0.0 %	2	33.33 %	6	26.09 %	5	35.71 %

3.8/3h	Number and % of complaints resolved at Stage 2	0	0.0 %	1	14.29 %	1	50 %	0	0.0 %	2	8.70 %	1	7.14 %
3.0	Escalated		1	1	•	1	•		•		•	1	
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	1	50 %	0	0.0 %	0	0.0 %	0	0.0 %	1	33.33 %	1	100.0 %
3.12/31	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	in working o	days to clo	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	33	2.75	37	9.25	69	5.75	55	3.67	194	4.51	171	3.64
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	103	12.88	79	11.29	29	14.5	80	13.33	291	12.65	286	20.43
4.3/4c	Total working days and average time in working days to close complaints after Escalation	24	12	0	0.0	0	0.0	8	8	32	10.67	14	14
5.0	Number and % of complaints	closed v	vithin set tir	nescales	(S1=5 work	ing days	s; S2=20 wor	king da	ys; Escalated	d = 20 w	orking days)		
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	9	75.00 %	1	25 %	6	50.00 %	12	80.00 %		65.12 %		87.23 %
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	3	25.00 %	3	75 %	6	50.00 %	3	20.00 %	15	34.88 %	6	12.77 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	7	87.5 %	7	100.0 %	2	100.0 %	5	83.33 %	21	91.30 %	9	64.29 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	12.5 %	0	0.0 %	0	0.0 %	1	16.67 %	2	8.70 %	5	35.71 %
5.5/5e	Number and % of Escalated complaints closed within 20 working days	2	25.0 %	0	0.0 %	0	0.0 %	1	16.67 %	3	13.04 %	1	7.14 %
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	t each stag	e where e	xtensions I	have bee	n authorised	t					
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 %	0	0.0 %

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	complaints										
	Customers satisfied with service, numbers and percentage	21	95.45 %	10	90.91 %	14	100.0 %	22	100.0 %	67	97.10 %	62	100.0 %
	Customers satisfied with outcome, numbers and percentage	21	95.45 %	10	90.91 %	14	100.0 %	22	100.0 %	67	97.10 %	62	100.0 %

Quarter 4 – 1 May 2022 – 31 July 2022

Complaints by department					
SPS	2				
Business, Management and Professional Programmes	4				
Registry, Data and Exams	2				
Media, Sports and Performing Arts	4				
Health, Social Care and Social Science	2				
Science, Mathematics and STEM	1				
Electrical, Mechanical and Building Services	3				
Inclusion	1				
College	1				
Childhood Studies and ESOL	1				
Hair, Beauty and Visual Arts	1				
Computing and Technologies	2				

Complaints by Campus	
Other	1
Kirkcaldy (St Brycedale) Campus	7
Dunfermline (Halbeath) Campus)	6
Glenrothes (Stenton) Campus	7
SPS Locations	1
Carnegie Conference Centre	1
Rosyth Campus	1

Complaints by Category	
Course Related	12
Customer Care	10
Applications, Admissions and Progression	1
Other	1

Annual – 1 August 2021 – 31 July 2022

Complaints by department	
Computing and Technologies	3
SPS	5
Mechanical, Automotive, Electrical and Fabrication & Welding	3
Construction Crafts and Built Environment	1
Wellbeing and Support	3
Education and Commercial	4
School College Partnerships	1
Electrical, Mechanical and Building Services	7
Health, Social Care and Social Science	6
Business Development (Commercial)	1
Estates	4
Childhood Studies and ESOL	3
Media, Sports and Performing Arts	6
Hair, Beauty and Visual Arts	5
Culinary Arts, Hospitality, Supported Programmes and Community	4
Inclusion	2
Finance	1
Science, Mathematics and STEM	3
Communications	1
Business, Management and Professional Programmes	5
Registry, Data and Exams	2
College	1

Complaints by Campus		
Kirkcaldy (St Brycedale) Campus	17	
Other	2	
Glenrothes (Stenton) Campus	25	
Carnegie Conference Centre	3	
SPS Locations	4	
Dunfermline (Halbeath) Campus	14	
Rosyth Campus	6	

Complaints by Category	
Customer Care	38
Course Related	23
Applications, Admissions and Progression	2
Services	5
Other	3