

## Scottish Public Services Ombudsman Complaints Performance Indicators

Appendix 1

The data in this report relates to all Fife College Campuses in academic year 2022/23

	Complaints Handling Procedure Indicators	Aug–O	ct	Nov–J	lan	Feb-	Apr	May–Jul		2022/	2022/23		oefore	
1.0	Total number of complaint	s receiv	ed and co	mplaints	s received	per 100	population	1						
1.1	Number of complaints received	19		13		0			0		32		71	
1.2/1a	College Population and Complaints received per 100 population	14000	14000		14000		14000		14000		14000			
2.0	Number of complaints close	sed at ea	ach stage a	and as a	N% of all c	omplain	ts closed							
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	12	63.16 %	9	69.23 %	0	0.0 %	0	0.0 %	21	65.62 %	43	60.56 %	
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	6	31.58 %	0	0.0 %	0	0.0 %	0	0.0 %	6	18.75 %	25	35.21 %	
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	5.26 %	0	0.0 %	0	0.0 %	0	0.0 %	1	3.12 %	3	4.23 %	
2.4	Open	0	0.0 %	4	30.77 %	0	0.0 %	0	0.0 %	4	12.50 %	0	0.0 %	
3.0	Number of complaints uph	ield, par	tially uphe	ld and r	not upheld	at each	stage and	as a %	of complair	its close	ed at that st	age		
3.0	Stage 1													
3.1/3a	Number and % of complaints upheld at Stage 1	3	25.00 %	0	0.0 %	0	0.0 %	0	0.0 %	3	14.29 %	2	4.65 %	
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	12	27.91 %	
3.3/3c	Number and % of complaints not upheld at Stage 1	2	16.67 %	1	11.11 %	0	0.0 %	0	0.0 %	3	14.29 %	11	25.58 %	

3.4/3d	Number and % of complaints resolved at Stage 1	7	58.33 %	8	88.89 %	0	0.0 %	0	0.0 %	15	71.43 %	18	41.86 %
3.0	Stage 2		1		1		•		•		•		•
3.5/3e	Number and % of complaints upheld at Stage 2	1	16.67 %	0	0.0 %	0	0.0 %	0	0.0 %	1	16.67 %	7	28 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	3	50.00 %	0	0.0 %	0	0.0 %	0	0.0 %	3	50.00 %	8	32 %
3.7/3g	Number and % of complaints not upheld at Stage 2	2	33.33 %	0	0.0 %	0	0.0 %	0	0.0 %	2	33.33 %	8	32 %
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 %	2	8 %
3.0	Escalated												
3.9/3i	Number and % of complaints upheld after Escalation	1	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	100.0 %	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 %	1	33.33 %
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 av	erage tin	ne in worl	king days	to close	complai	nts at each	stage					
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	34	2.83	50	5.56	0	0.0	0	0.0	84	4	194	4.51
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	105	17.5	0	0.0	0	0.0	0	0.0	105	17.5	364	14.56
4.3/4c	Total working days and average time in working days to close complaints after Escalation	9	9	0	0.0	0	0.0	0	0.0	9	9	32	10.67
5.0	Number and % of complain	nts close	d within s	set times	cales (S1=	5 worki	ng davs: S	2=20 wc	orking davs	: Escala	ted = 20 w	orkina d	avs)

5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	11	91.67 %	2	22.22 %	0	0.0 %	0	0.0 %	13	61.90 %	28	65.12 %
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	1	8.33 %	7	77.78 %	0	0.0 %	0	0.0 %	8	38.10 %	15	34.88 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	5	83.33 %	0	0.0 %	0	0.0 %	0	0.0 %	5	83.33 %	21	84 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	1	16.67 %	0	0.0 %	0	0.0 %	0	0.0 %	1	16.67 %	4	16 %
5.5/5e	Number and % of Escalated complaints closed within 20 working days	1	16.67 %	0	0.0 %	0	0.0 %	0	0.0 %	1	16.67 %	3	12 %
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 complain	nts close	ed at each	stage w	here exten	sions h	ave been a	uthorise	ed				
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	complete	d complai	ints									
	Customers satisfied with	18	94.74	9	100.0	0	0.0 %	0	0.0 %	27	96.43	69	97.18
	service, numbers and		%		%						%		%
	percentage												
	Customers satisfied with	18	94.74	9	100.0	0	0.0 %	0	0.0 %	27	96.43	69	97.18
	outcome, numbers and		%		%						%		%
	percentage												

## Quarter 1 – 1 August 2022 – 31 October 2022

Complaints by Department	
Education and Commercial	1
Health, Social Care and Social Science	5
Media, Sports and Performing Arts	3
Inclusion	2
Electrical, Mechanical and Building Services	1
Computing and Technologies	1
Business, Management and Professional Programmes	3
Hair, Beauty and Visual Arts	1
Engagement and Employability	1
SPS	1

Complaints by Campus	
Kirkcaldy	8
Glenrothes	6
Dunfermline	4
SPS Location	1

Complaints by Category	
Customer Care	5
Course Related	6
Applications, Admissions and Progressions	5
Services	3