

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

	Complaints Handling Procedure Indicators	Aug–Oct	Nov–Jan	Feb–Apr	May–Jul	2020/21	Year before						
1.0	Total number of complaints received and complaints received per 100 population												
1.1	Number of complaints received	22	11	14	5	52	62						
1.2/1a	College Population and Complaints received per 100 population	14000	14000	14000	14000	14000	19000						
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	12	54.55 %	4	36.36 %	12	85.71 %	2	40 %	30	57.69 %	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 %	0	0.0 %	17	32.69 %	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 %	0	0.0 %	2	3.85 %	1	1.61 %
2.4	Open	0	0.0 %	0	0.0 %	0	0.0 %	3	60 %	3	5.77 %	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 %	0	0.0 %	2	16.67 %	0	0.0 %	2	6.67 %	6	12.77 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	3	25.00 %	1	25 %	3	25.00 %	0	0.0 %	7	23.33 %	14	29.79 %
3.3/3c	Number and % of complaints not upheld at Stage 1	5	41.67 %	1	25 %	2	16.67 %	1	50 %	9	30.00 %	27	57.45 %
3.4/3d	Number and % of complaints resolved at Stage 1	4	33.33 %	2	50 %	5	41.67 %	1	50 %	12	40.00 %	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 %	0	0.0 %	5	29.41 %	5	35.71 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	4	50.0 %	2	28.57 %	0	0.0 %	0	0.0 %	6	35.29 %	3	21.43 %
3.7/3g	Number and % of complaints not upheld at Stage 2	1	12.5 %	3	42.86 %	0	0.0 %	0	0.0 %	4	23.53 %	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	11.76 %	1	7.14 %
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	1	50 %	0	0.0 %	0	0.0 %	0	0.0 %	1	50 %	1	100.0 %
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	33	2.75	37	9.25	69	5.75	6	3	145	4.83	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	0	0.0	211	12.41	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	0	0.0	24	12	14	14
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	9	75.00 %	1	25 %	6	50.00 %	2	100.0 %	18	60.00 %	41	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 %	0	0.0 %	12	40.00 %	6	12.77 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	1	12.5 %	0	0.0 %	0	0.0 %	0	0.0 %	1	5.88 %	1	7.14 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	7	87.5 %	7	100.0 %	2	100.0 %	0	0.0 %	16	94.12 %	13	92.86 %
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	2	25.0 %	0	0.0 %	0	0.0 %	0	0.0 %	2	11.76 %	1	7.14 %
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 %	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 completed complaints												

Customers satisfied with service, numbers and percentage	21	95.45 %	10	90.91 %	14	100.0 %	2	100.0 %	47	95.92 %	62	100.0 %
Customers satisfied with outcome, numbers and percentage	21	95.45 %	10	90.91 %	14	100.0 %	2	100.0 %	47	95.92 %	62	100.0 %

Complaints by departments	
Business, Management and Professional Programmes	1
Communications	1
Computing and Technologies	1
Culinary Arts, Hospitality, Supported Programmes and Community	3
Education and Commercial	1
Electrical, Mechanical and Building Services	1
Hair, Beauty and Visual Arts	2
Health, Social Care and Social Science	2
Mechanical, Automotive, Electrical and Fabrication & Welding	1
Science, Mathematics and STEM	1

Complaints by Campus	
Dunfermline (Halbeath) Campus	5
Glenrothes (Stenton) Campus	3
Kirkcaldy (St Brycedale) Campus	3
Other	1
Rosyth Campus	2

Complaints by Category	
Course Related	1
Customer Care	11
Other	1
Services	1