

The data in this report relates to all Fife College Campuses for academic year 2023/24

	Complaints Handling Procedure Indicators	Aug–Oct		Nov–Jan		Feb–Apr		May–Jul		2023/24		Year before	
1.0	Total number of complaints received and complaints received per 100 population												
1.1	Number of complaints received	23		23		27		21		94		105	
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	8	34.78 %	9	39.13 %	13	48.15 %	10	47.62 %	40	42.55 %	69	65.71 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	15	65.22 %	14	60.87 %	12	44.44 %	11	52.38 %	54	57.45 %	35	33.33 %
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 %	1	0.95 %
2.4	Open	0	0.0 %	0	0.0 %	2	7.41 %	0	0.0 %	0	0.0 %	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 %	0	0.0 %	0	0.0 %	2	20 %	2	5.0 %	15	21.74 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	1	12.5 %	1	11.11 %	3	23.08 %	1	10 %	6	15.0 %	10	14.49 %
3.3/3c	Number and % of complaints not upheld at Stage 1	4	50.0 %	3	33.33 %	4	30.77 %	2	20 %	13	32.5 %	8	11.59 %
3.4/3d	Number and % of complaints resolved at Stage 1	3	37.5 %	5	55.56 %	6	46.15 %	5	50 %	19	47.5 %	36	52.17 %
3.0	Stage 2												

3.5/3e	Number and % of complaints upheld at Stage 2	4	26.67 %	4	28.57 %	5	41.67 %	2	18.18 %	16	29.63 %	13	37.14 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	10	66.67 %	3	21.43 %	5	41.67 %	5	45.45 %	24	44.44 %	14	40.00 %
3.7/3g	Number and % of complaints not upheld at Stage 2	0	0.0 %	0	0.0 %	1	8.33 %	3	27.27 %	4	7.41 %	4	11.43 %
3.8/3h	Number and % of complaints resolved at Stage 2	1	6.67 %	7	50.00 %	1	8.33 %	1	9.09 %	10	18.52 %	4	11.43 %
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 %	1	100.0 %
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	39	4.88	33	3.67	63	4.85	128	12.8	263	6.58	376	5.45
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	504	33.6	464	33.14	312	26	240	21.82	1602	29.67	731	20.89
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	9	9
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	6	75.0 %	8	88.89 %	7	53.85 %	5	50 %	26	65.0 %	49	71.01 %

5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	2	25.0 %	1	11.11 %	6	46.15 %	5	50 %	14	35.0 %	20	28.99 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	2	13.33 %	3	21.43 %	4	33.33 %	5	45.45 %	14	25.93 %	22	62.86 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	13	86.67 %	11	78.57 %	8	66.67 %	6	54.55 %	40	74.07 %	13	37.14 %
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 %	1	2.86 %
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 %	1	16.67 %	0	0.0 %	1	7.14 %	1	5 %
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	23	100.0 %	23	100.0 %	25	100.0 %	21	100.0 %	94	100.0 %	103	98.10 %
	Customers satisfied with outcome, numbers and percentage	23	100.0 %	23	100.0 %	25	100.0 %	21	100.0 %	94	100.0 %	103	98.10 %

Quarter 4 – 1 May 2024 – 31 July 2024

Complaints by Department	
Management, Leadership and Professional Programmes	2
Culinary Arts, Service Industries with Supported Programmes and Communities Programmes	2
Electrical	1
Commercial	1
FE Care, Social Sciences, Counselling and ESOL	3
Hair, Beauty and Visual Arts	2
SPS	1
Science, Mathematics and STEM	3
Mechanical Automotive, Fabrication and Welding	3
Built Environment, Construction Crafts and Building Services	2
Media, Sports and Performing Arts	1

Complaints by Campus	
Dunfermline	5
Glenrothes	6
Kirkcaldy	5
Other	2
Rosyth Campus	2
SPS Locations	1

Complaints by Category	
Applications, Admissions and Progressions	3
Course Related	7
Customer Care	9
Other	1
Services	1

Annual – 1 August 2023 – 31 July 2024

Complaints by Department	
FE Care, Social Sciences, Counselling and ESOL	30
Finance	1
Engagement and Employability	1
SPS	6
Mechanical Automotive, Fabrication and Welding	10
Culinary Arts, Service Industries with Supported Programmes and Communities Programmes	8
Childhood Studies and HE Care	6
Built Environment, Construction Crafts and Building Services	4
Estates	1
Inclusion	1
Wellbeing and Support	3
Media, Sports and Performing Arts	3
Electrical	3
Science, Mathematics and STEM	6
Hair, Beauty and Visual Arts	6
Computing and Technologies	2
Management, Leadership and Professional Programmes	2
Commercial	1

Complaints by Campus	
Kirkcaldy	30
SPS Locations	6
Rosyth Campus	9
Glenrothes	24
Other	5
Leven Campus	2
Dunfermline	18

Complaints by Category	
Customer Care	37
Course Related	36
Applications, Admissions and Progressions	13
Services	5
Other	2
Facilities	1