

Scottish Public Services Ombudsman Complaints Performance Indicators
Appendix 1

The data in this report relates to all Fife College Campuses in 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	14	0	60	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 %	4	28.57 %	0	0.0 %	21	35.00 %	69	65.71 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	15	65.22 %	11	47.83 %	1	7.14 %	0	0.0 %	27	45.00 %	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 %	3	13.04 %	9	64.29 %	0	0.0 %	12	20.00 %	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 %	0	0.0 %	0	0.0 %	15	21.74 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	1	12.5 %	1	11.11 %	1	25 %	0	0.0 %	3	14.29 %	10	14.49 %
3.3/3c	Number and % of complaints not upheld at Stage 1	4	50.0 %	3	33.33 %	1	25 %	0	0.0 %	8	38.10 %	8	11.59 %
3.4/3d	Number and % of complaints resolved at Stage 1	3	37.5 %	5	55.56 %	2	50 %	0	0.0 %	10	47.62 %	36	52.17 %

3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	4	26.67 %	1	9.09 %	0	0.0 %	0	0.0 %	5	18.52 %	13	37.14 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	10	66.67 %	3	27.27 %	1	100.0 %	0	0.0 %	14	51.85 %	14	40.00 %
3.7/3g	Number and % of complaints not upheld at Stage 2	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	4	11.43 %
3.8/3h	Number and % of complaints resolved at Stage 2	1	6.67 %	7	63.64 %	0	0.0 %	0	0.0 %	8	29.63 %	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	13	3.25	0	0.0	85	4.05	376	5.45
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	504	33.6	282	25.64	15	15	0	0.0	801	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 %	3	75 %	0	0.0 %	17	80.95 %	49	71.01 %

5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	2	25.0 %	1	11.11 %	1	25 %	0	0.0 %	4	19.05 %	20	28.99 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	2	13.33 %	3	27.27 %	1	100.0 %	0	0.0 %	6	22.22 %	22	62.86 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	13	86.67 %	8	72.73 %	0	0.0 %	0	0.0 %	21	77.78 %	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 %	0	0.0 %	0	0.0 %	0	0.0 %	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 %	20	100.0 %	5	100.0 %	0	0.0 %	48	100.0 %	103	98.10 %
Customers satisfied with outcome, numbers and percentage	23	100.0 %	20	100.0 %	5	100.0 %	0	0.0 %	48	100.0 %	103	98.10 %

Quarter 1 – 1 November 2023 – 31 January 2024

Complaints by departments	
FE Care, Social Sciences, Counselling and ESOL	10
Culinary Arts, Service Industries with Supported Programmes and Communities Programmes	1
Built Environment, Construction Crafts and Building Services	1
Inclusion	1
Media, Sports and Performing Arts	1
Mechanical Automotive, Fabrication and Welding	3
Hair, Beauty and Visual Arts	1
Wellbeing and Support	2
Electrical	1
Science, Mathematics and STEM	1
Childhood Studies and HE Care	1

Complaints by Campus	
Other	2
Leven Campus	2
Dunfermline (Halbeath) Campus	7
Glenrothes (Stenton) Campus	7
Kirkcaldy (St Brycedale) Campus	2
Rosyth Campus	3

Complaints by Category	
Course Related	5
Customer Care	15
Services	2
Applications, Admissions and Progressions	1