

Scottish Public Services Ombudsman Complaints Performance Indicators
Appendix 1

The data 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	0	0	0	22	0				
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 %	0	0.0 %	0	0.0 %	12	54.55 %	0	0.0 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	7	31.82 %	0	0.0 %	0	0.0 %	7	31.82 %	0	0.0 %
2.3/2c	Number of complaints closed after Escalation and % of total closed	2	9.09 %	0	0.0 %	0	0.0 %	2	9.09 %	0	0.0 %
2.4	Open	1	4.55 %	0	0.0 %	0	0.0 %	1	4.55 %	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 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	3	25.00 %	0	0.0 %	0	0.0 %	3	25.00 %	0	0.0 %
3.3/3c	Number and % of complaints not upheld at Stage 1	5	41.67 %	0	0.0 %	0	0.0 %	5	41.67 %	0	0.0 %
3.4/3d	Number and % of complaints resolved at Stage 1	4	33.33 %	0	0.0 %	0	0.0 %	4	33.33 %	0	0.0 %

3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	3	42.86 %	0	0.0 %	0	0.0 %	0	0.0 %	3	42.86 %	0	0.0 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	3	42.86 %	0	0.0 %	0	0.0 %	0	0.0 %	3	42.86 %	0	0.0 %
3.7/3g	Number and % of complaints not upheld at Stage 2	1	14.29 %	0	0.0 %	0	0.0 %	0	0.0 %	1	14.29 %	0	0.0 %
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 %	0	0.0 %
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 %	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	33	2.75	0	0.0	0	0.0	0	0.0	33	2.75	0	0.0
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	66	9.43	0	0.0	0	0.0	0	0.0	66	9.43	0	0.0
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	0	0.0
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 %	0	0.0 %	0	0.0 %	0	0.0 %	9	75.00 %	0	0.0 %

5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	3	25.00 %	0	0.0 %	0	0.0 %	0	0.0 %	3	25.00 %	0	0.0 %
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	1	14.29 %	0	0.0 %	0	0.0 %	0	0.0 %	1	14.29 %	0	0.0 %
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	6	85.71 %	0	0.0 %	0	0.0 %	0	0.0 %	6	85.71 %	0	0.0 %
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	28.57 %	0	0.0 %	0	0.0 %	0	0.0 %	2	28.57 %	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 %	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	20	95.24 %	0	0.0 %	0	0.0 %	0	0.0 %	20	95.24 %	0	0.0 %
Customers satisfied with outcome, numbers and percentage	20	95.24 %	0	0.0 %	0	0.0 %	0	0.0 %	20	95.24 %	0	0.0 %

Quarter 1 – 1 August 2021 – 31 October 2021

Complaints by departments	
Business Development (Commercial)	1
Childhood Studies and ESOL	1
Construction Crafts and Built Environment	1
Culinary Arts, Hospitality, Supported Programmes and Community	1
Education and Commercial	2
Electrical, Mechanical and Building Services	2
Estates	1
Finance	1
Hair, Beauty and Visual Arts	1
Health, Social Care and Social Science	2
Mechanical, Automotive, Electrical and Fabrication & Welding	1
Media, Sports and Performing Arts	1
School College Partnerships	1
SPS	3
Wellbeing and Support	3

Complaints by Campus	
Carnegie Conference Centre	2
Dunfermline (Halbeath) Campus	2
Glenrothes (Stenton) Campus	8
Kirkcaldy (St Brycedale) Campus	5
Rosyth Campus	2
SPS Locations	3

Complaints by Category	
Applications, Admissions and Progressions	1
Course Related	8
Customer Care	8
Other	1
Services	4