

Scottish Public Services Ombudsman Complaints Performance Indicators
Appendix 1

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

	Complaints Handling Procedure Indicators	Aug–Oct		Nov–Jan		Feb–Apr		May–Jul		2021/22		Year before	
1.0	Total number of complaints received and complaints received per 100 population												
1.1	Number of complaints received	22		11		14		24		71		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 %	15	62.50 %	43	60.56 %	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 %	6	25.00 %	23	32.39 %	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 %	1	4.17 %	3	4.23 %	1	1.61 %
2.4	Open	0	0.0 %	0	0.0 %	0	0.0 %	2	8.33 %	2	2.82 %	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	4.65 %	6	12.77 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	3	25.00 %	1	25 %	3	25.00 %	5	33.33 %	12	27.91 %	14	29.79 %
3.3/3c	Number and % of complaints not upheld at Stage 1	5	41.67 %	1	25 %	2	16.67 %	3	20.00 %	11	25.58 %	27	57.45 %
3.4/3d	Number and % of complaints resolved at Stage 1	4	33.33 %	2	50 %	5	41.67 %	7	46.67 %	18	41.86 %	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 %	2	33.33 %	7	30.43 %	5	35.71 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	4	50.0 %	2	28.57 %	0	0.0 %	2	33.33 %	8	34.78 %	3	21.43 %
3.7/3g	Number and % of complaints not upheld at Stage 2	1	12.5 %	3	42.86 %	0	0.0 %	2	33.33 %	6	26.09 %	5	35.71 %

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 %	22	100.0 %	67	97.10 %	62	100.0 %
	Customers satisfied with outcome, numbers and percentage	21	95.45 %	10	90.91 %	14	100.0 %	22	100.0 %	67	97.10 %	62	100.0 %

Quarter 4 – 1 May 2022 – 31 July 2022

Complaints by department	
SPS	2
Business, Management and Professional Programmes	4
Registry, Data and Exams	2
Media, Sports and Performing Arts	4
Health, Social Care and Social Science	2
Science, Mathematics and STEM	1
Electrical, Mechanical and Building Services	3
Inclusion	1
College	1
Childhood Studies and ESOL	1
Hair, Beauty and Visual Arts	1
Computing and Technologies	2

Complaints by Campus	
Other	1
Kirkcaldy (St Brycedale) Campus	7
Dunfermline (Halbeath) Campus)	6
Glenrothes (Stenton) Campus	7
SPS Locations	1
Carnegie Conference Centre	1
Rosyth Campus	1

Complaints by Category	
Course Related	12
Customer Care	10
Applications, Admissions and Progression	1
Other	1

Annual – 1 August 2021 – 31 July 2022

Complaints by department	
Computing and Technologies	3
SPS	5
Mechanical, Automotive, Electrical and Fabrication & Welding	3
Construction Crafts and Built Environment	1
Wellbeing and Support	3
Education and Commercial	4
School College Partnerships	1
Electrical, Mechanical and Building Services	7
Health, Social Care and Social Science	6
Business Development (Commercial)	1
Estates	4
Childhood Studies and ESOL	3
Media, Sports and Performing Arts	6
Hair, Beauty and Visual Arts	5
Culinary Arts, Hospitality, Supported Programmes and Community	4
Inclusion	2
Finance	1
Science, Mathematics and STEM	3
Communications	1
Business, Management and Professional Programmes	5
Registry, Data and Exams	2
College	1

Complaints by Campus	
Kirkcaldy (St Brycedale) Campus	17
Other	2
Glenrothes (Stenton) Campus	25
Carnegie Conference Centre	3
SPS Locations	4
Dunfermline (Halbeath) Campus	14
Rosyth Campus	6

Complaints by Category	
Customer Care	38
Course Related	23
Applications, Admissions and Progression	2
Services	5
Other	3