

Scottish Public Services Ombudsman Complaints Performance Indicators
Appendix 1

The data in this report relates to all Fife College Campuses in academic year 2022/23

	Complaints Handling Procedure Indicators	Aug–Oct	Nov–Jan	Feb–Apr	May–Jul	2022/23	Year before						
1.0	Total number of complaints received and complaints received per 100 population												
1.1	Number of complaints received	19	13	0	0	32	71						
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	12	63.16 %	9	69.23 %	0	0.0 %	0	0.0 %	21	65.62 %	43	60.56 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	6	31.58 %	0	0.0 %	0	0.0 %	0	0.0 %	6	18.75 %	25	35.21 %
2.3/2c	Number of complaints closed after Escalation and % of total closed	1	5.26 %	0	0.0 %	0	0.0 %	0	0.0 %	1	3.12 %	3	4.23 %
2.4	Open	0	0.0 %	4	30.77 %	0	0.0 %	0	0.0 %	4	12.50 %	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	3	25.00 %	0	0.0 %	0	0.0 %	0	0.0 %	3	14.29 %	2	4.65 %
3.2/3b	Number and % of complaints partially upheld at Stage 1	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	12	27.91 %
3.3/3c	Number and % of complaints not upheld at Stage 1	2	16.67 %	1	11.11 %	0	0.0 %	0	0.0 %	3	14.29 %	11	25.58 %

3.4/3d	Number and % of complaints resolved at Stage 1	7	58.33 %	8	88.89 %	0	0.0 %	0	0.0 %	15	71.43 %	18	41.86 %
3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	1	16.67 %	0	0.0 %	0	0.0 %	0	0.0 %	1	16.67 %	7	28 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	3	50.00 %	0	0.0 %	0	0.0 %	0	0.0 %	3	50.00 %	8	32 %
3.7/3g	Number and % of complaints not upheld at Stage 2	2	33.33 %	0	0.0 %	0	0.0 %	0	0.0 %	2	33.33 %	8	32 %
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 %	2	8 %
3.0	Escalated												
3.9/3i	Number and % of complaints upheld after Escalation	1	100.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	100.0 %	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	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	0	0.0 %	1	33.33 %
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	34	2.83	50	5.56	0	0.0	0	0.0	84	4	194	4.51
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	105	17.5	0	0.0	0	0.0	0	0.0	105	17.5	364	14.56
4.3/4c	Total working days and average time in working days to close complaints after Escalation	9	9	0	0.0	0	0.0	0	0.0	9	9	32	10.67
5.0	Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)												

7.0 Customer satisfaction on completed complaints													
Customers satisfied with service, numbers and percentage	18	94.74 %	9	100.0 %	0	0.0 %	0	0.0 %	27	96.43 %	69	97.18 %	
Customers satisfied with outcome, numbers and percentage	18	94.74 %	9	100.0 %	0	0.0 %	0	0.0 %	27	96.43 %	69	97.18 %	

Quarter 1 – 1 August 2022 – 31 October 2022

Complaints by Department	
Education and Commercial	1
Health, Social Care and Social Science	5
Media, Sports and Performing Arts	3
Inclusion	2
Electrical, Mechanical and Building Services	1
Computing and Technologies	1
Business, Management and Professional Programmes	3
Hair, Beauty and Visual Arts	1
Engagement and Employability	1
SPS	1

Complaints by Campus	
Kirkcaldy	8
Glenrothes	6
Dunfermline	4
SPS Location	1

Complaints by Category	
Customer Care	5
Course Related	6
Applications, Admissions and Progressions	5
Services	3