

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	8	100.0 %	16	100.0 %	20	100.0 %	2	100.0 %	46	100.0 %	89	100.0 %
	Customers satisfied with outcome, numbers and percentage	8	100.0 %	16	100.0 %	20	100.0 %	2	100.0 %	46	100.0 %	89	100.0 %

Quarter 3 – 1 February 2026 – 30 April 2026

Complaints by Department	
Hair, Barbering and Performing Arts	1
Childhood Practice	1
Science and STEM	1
Electrical	4
Social Sciences	9
Media and Sound Productions	1
Communications and Engagement	1
Accounting, Legal and Police and Union Studies	1
Construction Crafts	1
Business, Enterprise, Administration and IT	1
Marketing	1
Wellbeing and Counselling	1

Complaints by Campus	
Kirkcaldy	3
Glenrothes	2
Dunfermline	17
Other	1

Complaints by Category	
Customer Care	16
Applications, Admissions and Progressions	2
Course Related	5