

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	9	0	0	32	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 %	5	55.56 %	0	0.0 %	0	0.0 %	13	40.62 %	69	65.71 %
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	15	65.22 %	0	0.0 %	0	0.0 %	0	0.0 %	15	46.88 %	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 %	4	44.44 %	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	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	20 %	0	0.0 %	0	0.0 %	2	15.38 %	10	14.49 %
3.3/3c	Number and % of complaints not upheld at Stage 1	4	50.0 %	1	20 %	0	0.0 %	0	0.0 %	5	38.46 %	8	11.59 %
3.4/3d	Number and % of complaints resolved at Stage 1	3	37.5 %	3	60 %	0	0.0 %	0	0.0 %	6	46.15 %	36	52.17 %

3.0	Stage 2												
3.5/3e	Number and % of complaints upheld at Stage 2	4	26.67 %	0	0.0 %	0	0.0 %	0	0.0 %	4	26.67 %	13	37.14 %
3.6/3f	Number and % of complaints partially upheld at Stage 2	10	66.67 %	0	0.0 %	0	0.0 %	0	0.0 %	10	66.67 %	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 %	0	0.0 %	0	0.0 %	0	0.0 %	1	6.67 %	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	10	2	0	0.0	0	0.0	49	3.77	376	5.45
4.2/4b	Total working days and average time in working days to close complaints at Stage 2	504	33.6	0	0.0	0	0.0	0	0.0	504	33.6	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 %	5	100.0 %	0	0.0 %	0	0.0 %	11	84.62 %	49	71.01 %

7.0 Customer satisfaction on completed complaints													
Customers satisfied with service, numbers and percentage	23	100.0 %	5	100.0 %	0	0.0 %	0	0.0 %	28	100.0 %	103	98.10 %	
Customers satisfied with outcome, numbers and percentage	23	100.0 %	5	100.0 %	0	0.0 %	0	0.0 %	28	100.0 %	103	98.10 %	

Quarter 1 – 1 August 2023 – 31 October 2023

Complaints by departments	
Estates	1
FE Care, Social Sciences, Counselling and ESOL	9
Built Environment, Construction Crafts and Building Services	1
Culinary Arts	3
SPS	2
Mechanical Automotive, Fabrication and Welding	2
Engagement and Employability	1
Finance	1
Childhood Studies and HE Care	3

Complaints by Campus	
Kirkcaldy Campus	16
Glenrothes Campus	2
Rosyth Campus	2
SPS Locations	2
Other	1

Complaints by Category	
Facilities	1
Course Related	9
Applications, Admission and Progression	5
Customer Care	6
Other	1
Services	1