

**Appendix 1**

	Complaints Handling Procedure Indicators	Aug–Oct		Nov–Jan		Feb–Apr		May–Jul		2016/17		Year before	
1.0	<b>Total number of complaints received and complaints received per 100 population</b>												
1.1	Number of complaints Received	42		28		20		57		146		235	
1.2/1a	College Population and Number of Complaints received per 100 population	19000	0.2	19000	0.1	19000	0.1	19000	0.3	19000	0.8	19000	1.2
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>												
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	27	64.3%	15	53.6%	4	20.0%	36	63.2%	81	55.5%	81	34.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	15	35.7%	13	46.4%	16	80.0%	18	31.6%	62	42.5%	154	65.5%
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%	0	0.0%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	3	5.3%	3	2.1%	0	0.0%
3.0	<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>												
3.0	<b>Stage 1</b>												
3.1/3a	Number and % of complaints upheld at Stage 1	10	37.0%	4	26.7%	4	100.0%	32	88.9%	50	61.7%	33	40.7%
3.3/3c	Number and % of complaints not upheld at Stage 1	17	63.0%	11	73.3%	0	0.0%	4	11.1%	31	38.3%	48	59.3%
3.0	<b>Stage 2</b>												
3.4/3d	Number and % of complaints upheld at Stage 2	7	46.7%	9	69.2%	9	56.3%	10	55.6%	35	56.5%	88	57.1%
3.6/3f	Number and % of complaints not upheld at Stage 2	8	53.3%	4	30.8%	7	43.8%	8	44.4%	27	43.5%	66	42.9%
3.0	<b>Escalated</b>												
3.7/3g	Number and % of complaints upheld after Escalation	0		0		0		0		0		0	
3.9/3i	Number and % of complaints not upheld after Escalation	0		0		0		0		0		0	
4.0	<b>Total working days and average time in working days to close complaints at each stage</b>												
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	122	4.5	50	3.3	11	2.8	68	1.9	246	3.0	212	2.6

The data in this report relates to all Fife College campuses for academic year **2016/17**, from 01 August 2016 to 31 July 2017.

4.2	Total working days and average time in working days to close complaints at Stage 2	218	14.5	178	13.7	348	21.8	328	18.2	<b>1072</b>	17.3	2517	16.3
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	Complaints Handling Procedure Indicators	Aug–Oct		Nov–Jan		Feb–Apr		May–Jul		2016/17		Year before	
4b	Total working days and average time in working days to close complaints after Escalation	0		0		0		0		0		0	
5.0	Number and % of complaints closed within set timecales (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	21	77.8%	14	93.3%	4	100.0%	36	100.0%	74	91.4%	76	93.8%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	6	22.2%	1	6.7%	0	0.0%	0	0.0%	7	8.6%	5	6.2%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	12	80.0%	11	84.6%	11	68.8%	13	72.2%	47	75.8%	126	81.8%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	20.0%	2	15.4%	5	31.3%	5	27.8%	15	24.2%	28	18.2%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0		0		0		0		0		0	
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0		0		0		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)	4	66.7%	1	100.0%	0		0		5	71.4%	5	100.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	2	33.3%	0	0.0%	0		0		2	28.6%	0	0.0%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	2	66.7%	2	100.0%	3	60.0%	5	100.0%	12	80.0%	23	82.1%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	1	33.3%	0	0.0%	2	40.0%	0	0.0%	3	20.0%	5	17.9%
6.5/6e	Number and % of Escalated complaints closed within 40 working days (extension)	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	
7.0	Customer satisfaction on completed complaints												



## Scottish Public Services Ombudsman Complaints Performance Indicators (version 1.0.0.23)

Quality

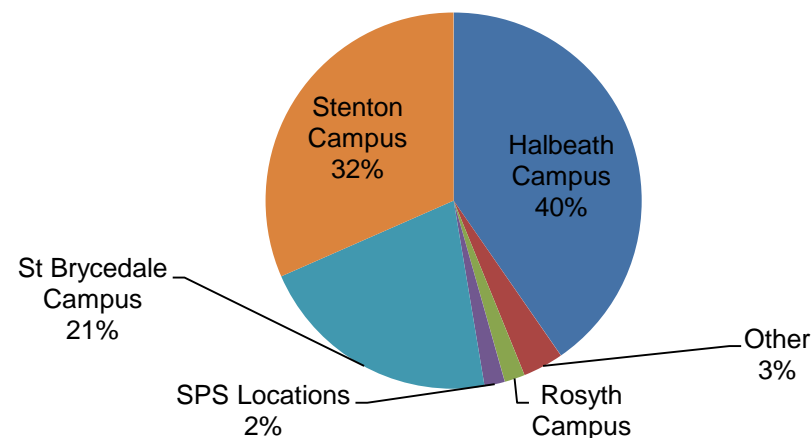
The data in this report relates to all Fife College campuses for academic year **2016/17**, from 01 August 2016 to 31 July 2017.

	Customers satisfied with service, numbers and percentage	42	100.0%	28	100.0%	20	100.0%	54	100.0%	<b>143</b>	100.0%	235	100.0%
	Customers satisfied with outcome, numbers and percentage	42	100.0%	28	100.0%	20	100.0%	54	100.0%	<b>143</b>	100.0%	235	100.0%

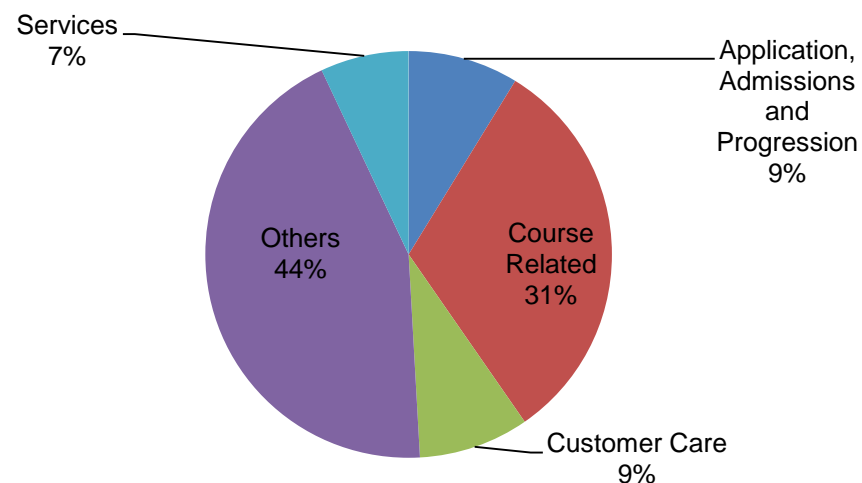
### Complaints by Department/Area

Business Development (Commercial)	1
Estates	7
Student Information Management	2
Art and Design	1
Building Services (Gas and Plumbing)	1
Built Environment	1
Business and IT	1
Childcare	3
College	25
Core Skills	4
Digital Technologies	1
Education, ESOL and Languages	1
Electrical, Electronic and Petroleum	1
Hairdressing	3
Hospitality, Tourism, Retail	1
Management, Leadership and Enterprise	1
Social Care	1
Sport and Fitness	2

### Complaints by Campus



### Complaints by Category



## **Analysis of Complaints**

Complaints are an important source of feedback on the quality of our services and, as such, we welcome them and use them as a basis for improvement across the organisation.

The total number of complaints received for Quarter 4 in 2016/17 is 57, which is down by 24 with the same time last academic year where 81 complaints were received. Out of these 57 complaints, 44% (25) related to the recent industrial strike action. These were recorded against College as the department and Other as the category. The remaining complaints were split across various curriculum and support areas.

Nearly half (44%) of the complaints received related to the industrial strike action. The next highest category was Course Related (18). Out of the 18 Course Related complaints 39% (7) related to Environment/Resources and 33% (6) related to Assessment, Exams and Certification. The others were concerning Learning and Teaching (4) and Course Management (1).

The highest number of complaints were made by students from Halbeath Campus (23) closely followed by Stenton (18) then St Brycedale (12). Out of the three main Campuses, this is the first time that the majority have been received from Halbeath students.