

## Appendix 1

|        | Complaints Handling Procedure Indicators  | Aug-Oct |       | Year before |       |
|--------|---|---------|-------|-------------|-------|
| 1.0    | <b>Total number of complaints received and complaints received per 100 population</b>   |         |       |             |       |
| 1.1    | Number of complaints Received   | 39      |       | 235         |       |
| 1.2/1a | College Population and Number of Complaints received per 100 population   | 19000   | 0.2   | 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  | 23      | 59.0% | 81          | 34.5% |
| 2.2/2b | Number of complaints closed at Stage 2 and % of total closed  | 15      | 38.5% | 153         | 65.1% |
| 2.3/2c | Number of complaints closed after Escalation and % of total closed  | 0       | 0.0%  | 0           | 0.0%  |
| 2.4    | Open  | 1       | 2.6%  | 1           | 0.4%  |
| 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  | 8       | 34.8% | 33          | 40.7% |
| 3.3/3c | Number and % of complaints not upheld at Stage 1  | 15      | 65.2% | 48          | 59.3% |
| 3.0    | <b>Stage 2</b>  |         |       |             |       |
| 3.4/3d | Number and % of complaints upheld at Stage 2  | 7       | 46.7% | 87          | 56.9% |
| 3.6/3f | Number and % of complaints not upheld at Stage 2  | 8       | 53.3% | 66          | 43.1% |
| 3.0    | <b>Escalated</b>  |         |       |             |       |
| 3.7/3g | Number and % of complaints upheld after Escalation  | 0       |       | 0           |       |
| 3.9/3i | Number and % of complaints not upheld after Escalation  | 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  | 95      | 4.1   | 212         | 2.6   |
| 4.2    | Total working days and average time in working days to close complaints at Stage 2  | 218     | 14.5  | 2409        | 15.7  |

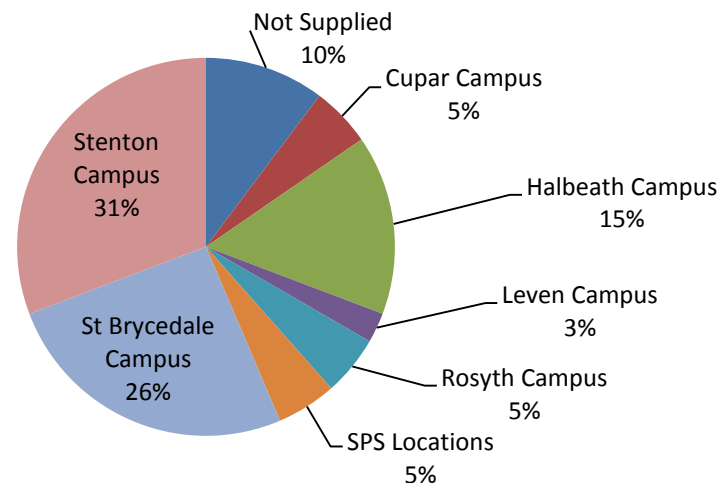
The data in this report relates to all Fife College campuses for academic year **2016/17**, from 01 August 2016 to 31 October 2016.

| Complaints Handling Procedure Indicators |   | Aug-Oct |        | Year before |        |
|--|---|---------|--------|-------------|--------|
| 4b                                       | Total working days and average time in working days to close complaints after Escalation  | 0       |        | 0           |        |
| 5.0                                      | <b>Number and % of complaints closed within set timescales (S1=5 working days; S2=20 working days; Escalated = 20 working days)</b> |         |        |             |        |
| 5.1/5a                                   | Number and % of Stage 1 complaints closed within 5 working days   | 19      | 82.6%  | 76          | 93.8%  |
| 5.2/5b                                   | Number and % of Stage 1 complaints not closed with 5 working days   | 4       | 17.4%  | 5           | 6.2%   |
| 5.3/5c                                   | Number and % of Stage 2 complaints closed within 20 working days  | 12      | 80.0%  | 126         | 82.4%  |
| 5.4/5d                                   | Number and % of Stage 2 complaints not closed within 20 working days  | 3       | 20.0%  | 27          | 17.6%  |
| 5.5/5e                                   | Number and % of Escalated complaints closed within 20 working days  | 0       |        | 0           |        |
| 5.6/5f                                   | Number and % of Escalated complaints not closed within 20 working days  | 0       |        | 0           |        |
| 6.0                                      | <b>Number and % of complaints closed at each stage where extensions have been authorised</b>  |         |        |             |        |
| 6.1/6a                                   | Number and % of Stage 1 complaints closed within 10 working days (extension)  | 3       | 75.0%  | 5           | 100.0% |
| 6.2/6b                                   | Number and % of Stage 1 complaints not closed within 10 working days (extension)  | 1       | 25.0%  | 0           | 0.0%   |
| 6.3/6c                                   | Number and % of Stage 2 complaints closed within 40 working days (extension)  | 2       | 66.7%  | 23          | 85.2%  |
| 6.4/6d                                   | Number and % of Stage 2 complaints not closed within 40 working days (extension)  | 1       | 33.3%  | 4           | 14.8%  |
| 6.5/6e                                   | Number and % of Escalated complaints closed within 40 working days (extension)  | 0       |        | 0           |        |
| 6.6/6f                                   | Number and % of Escalated complaints not closed within 40 working days (extension)  | 0       |        | 0           |        |
| 7.0                                      | <b>Customer satisfaction on completed complaints</b>  |         |        |             |        |
|  | Customers satisfied with service, numbers and percentage  | 38      | 100.0% | 234         | 100.0% |

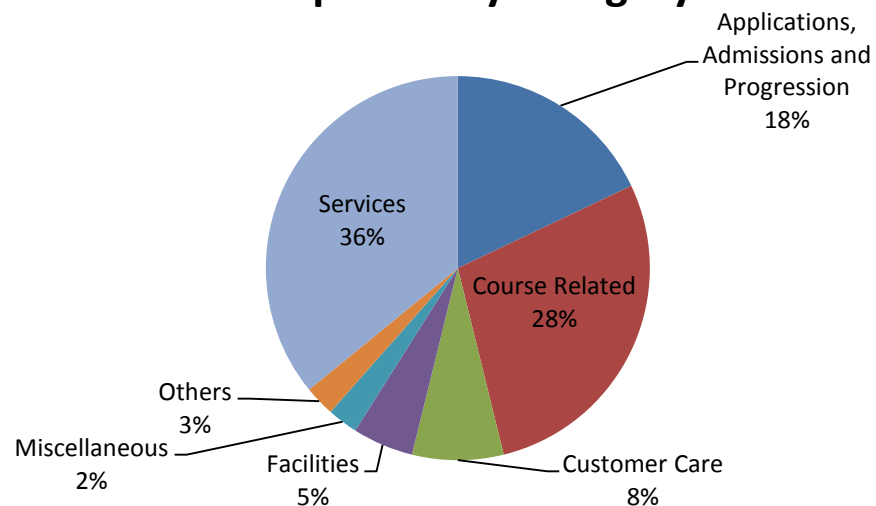
## Complaints by Department

|  |    |
|--|----|
| Business Development (Commercial)                  | 2  |
| Estates  | 1  |
| Finance  | 2  |
| ICT Services                                       | 1  |
| Inclusion, Support and Guidance (Student Services) | 1  |
| Student Information Management                     | 17 |
| Not Supplied                                       | 1  |
|  |    |
| Art and Design                                     | 1  |
| Beauty and Complementary Therapies                 | 1  |
| Business and IT                                    | 1  |
| Childcare  | 1  |
| Culinary Arts                                      | 1  |
| Electrical Mechanical - Rosyth                     | 1  |
| Electrical, Electronic and Petroleum               | 1  |
| Games and Animation                                | 1  |
| Hairdressing                                       | 1  |
| Health Care  | 3  |
| Management, Leadership and Enterprise              | 1  |
| Media  | 1  |

## 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 1 in 2016/17 is **39**, which is down by 47% with the same time last academic year where 83 complaints were received. Out of these 39 complaints, the majority (17) relate to issues within the Student and Information Management team. These are broken down as follows; 3 – Applications, Admissions and Progression, 1 – Finance, 1 – Staff Conduct and 12 – Student Funding/Bursary. It should be noted that at this point last year we received 38 complaints relating to Student Funding.

The highest number of complaints were made by students from Stenton Campus (12) closely followed by St Brycedale Campus (10) then Halbeath Campus (6). This would be expected as these are the three largest campuses.