Scottish Funding Council

Quarter 2 Complaints Report: 1 July – 30 September 2026

Purpose

1. This is the quarter two report on complaints outcomes during the period 1 July – 30 September 2026.

Background

2. SFC follows the SPSO's Model Complaints Handling Procedure (MCHP) which provides guidance, resources and training to support public service organisations to improve their complaints handling practices. The MCHP applies to all Scottish Government, Scottish Parliament and associated public authorities under the SPSO's jurisdiction in terms of schedule 2 of the SPSO Act 2002.

3. As part of this regulation, SFC is obliged to publish quarterly information (via our website) on complaints outcomes and actions taken to improve services.

4. The number of complaints SFC receives is low in relation to the overall volume of engagement with higher and further education institutions and other stakeholders. However, upheld complaints (and in some cases, not upheld complaints) demonstrate that SFC takes these complaints seriously and acknowledges when something goes wrong. The outcomes of these complaints help us to learn and improve in the future.

Statistics: 1 July – 30 September 2026

5. Table 1 shows that there was one complaint received and responded to by SFC in quarter 2. One further complaint was received and was responded to in quarter 3. This will be recorded in the quarter 3 report.

Table 1: Complaints received and performance against SPSO indicators.

SPSO Indicator	Response
Indicator one: total number of complaints received	• Two (of which one was received in Q2, but will be responded to in Q3)
Indicator two: the number and percentage of complaints at each stage that were closed in full within the set timescales of five (stage 1 complaints) or 20 working days (stage 2 complaints).	• Stage 1 – Nil • Stage 2 – One, 100%
Indicator three: the average time in working days for a full response to complaints at each stage.	• Stage 1 – Nil • Stage 2 - 13 working days
Indicator four: the outcome of complaints at each stage. There are four outcome categories: resolved, upheld, partially upheld or not upheld.	• Resolved – nil • Upheld – nil • Partially upheld – nil • Not upheld - One complaint at stage 2