
Scottish Funding Council

Quarter 2 Complaints Report: 1 July – 30 September 2025

Purpose

1. This is the quarter 2 report on complaints outcomes during the period 1 July – 30 September 2025.

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 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 2025

5. Table 1 shows that there was one complaint received by SFC in quarter 2.

Table 1: Complaints received and performance against SPSO indicators.

SPSO Indicator	Response
Indicator one: total number of complaints received	<ul style="list-style-type: none"> One
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).	<ul style="list-style-type: none"> Stage 1 - responded within 5 working days. 100% Stage 2 investigation – responded withing 20 working days. 100%
Indicator three: the average time in working days for a full response to complaints at each stage.	<ul style="list-style-type: none"> Stage 1 – 4 working days Stage 2 – 20 working days
Indicator four: the outcome of complaints at each stage. There are four outcome categories: resolved, upheld, partially upheld or not upheld.	<ul style="list-style-type: none"> One, partially upheld.

Lessons Learned

- Following the closure of the investigation, SFC has agreed to update the publication of its rules around discretionary funding to make it clearer that applicants must be current students.