

Scottish Funding Council

Quarter 4 Complaints Report: 1 January - 31 March 2026

Purpose

1. This is the quarter 4 report on complaints outcomes during the period 1 January – 31 March 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 January – 31 March 2026

5. Table 1 shows that there was one complaint responded to by SFC in quarter 4 (received in quarter 3). One other complaint was received but not concluded within this quarter. This will be recorded in Q1, 2026-27.

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"> • Nil (one complaint received in Q3, but responded in Q4)
Indicator two: the number and percentage of complaints at each	<ul style="list-style-type: none"> • Nil

SPSO Indicator	Response
<p>stage that were closed in full within the set timescales of five (stage 1 complaints) or 20 working days (stage 2 complaints).</p>	
<p>Indicator three: the average time in working days for a full response to complaints at each stage.</p>	<ul style="list-style-type: none"> • Stage 1 – N/A • Stage 2 – 25 working days (one complaint)
<p>Indicator four: the outcome of complaints at each stage. There are four outcome categories: resolved, upheld, partially upheld or not upheld.</p>	<ul style="list-style-type: none"> • Stage 2 complaint, not upheld.