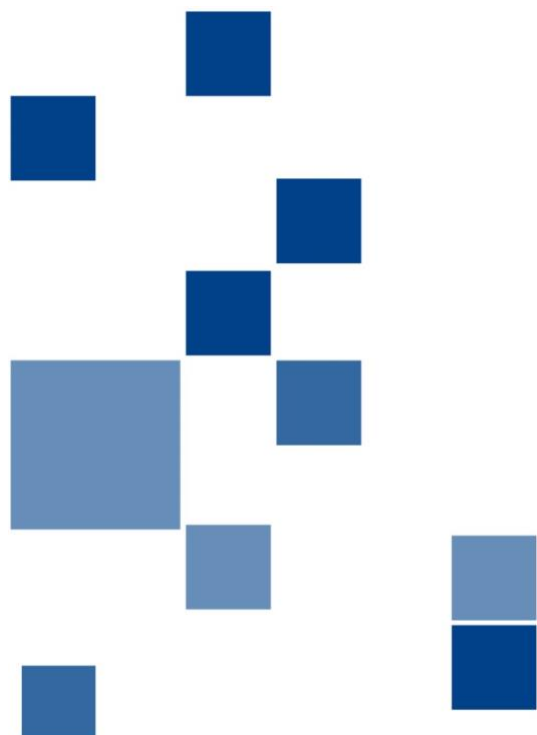


# **Complaints performance 1 April 2019 – 31 March 2020**

April 2020



## Contents

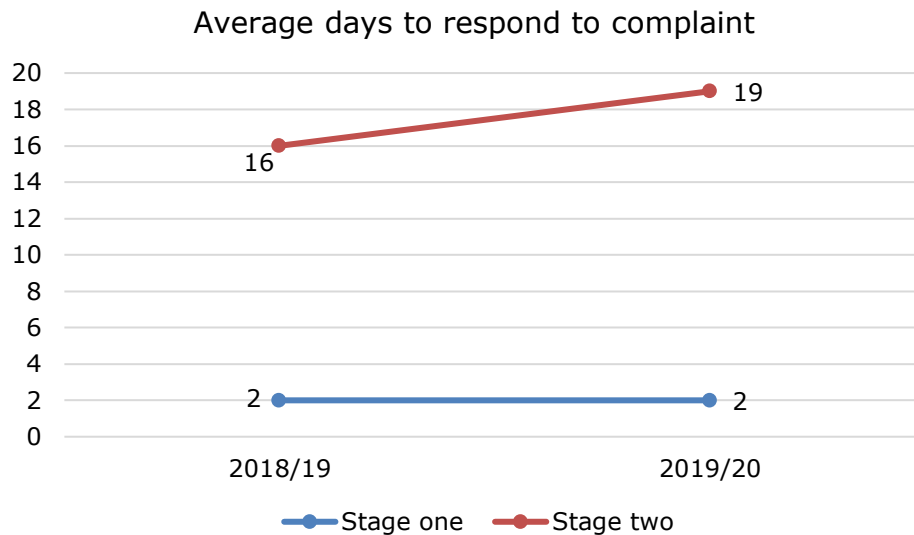
1. Introduction .....	3
2. Performance summary .....	3
3. What are complaints about? .....	5
4. What have we learned and what are we doing? .....	6
5. Conclusion.....	8
Our performance .....	8

## **1. Introduction**

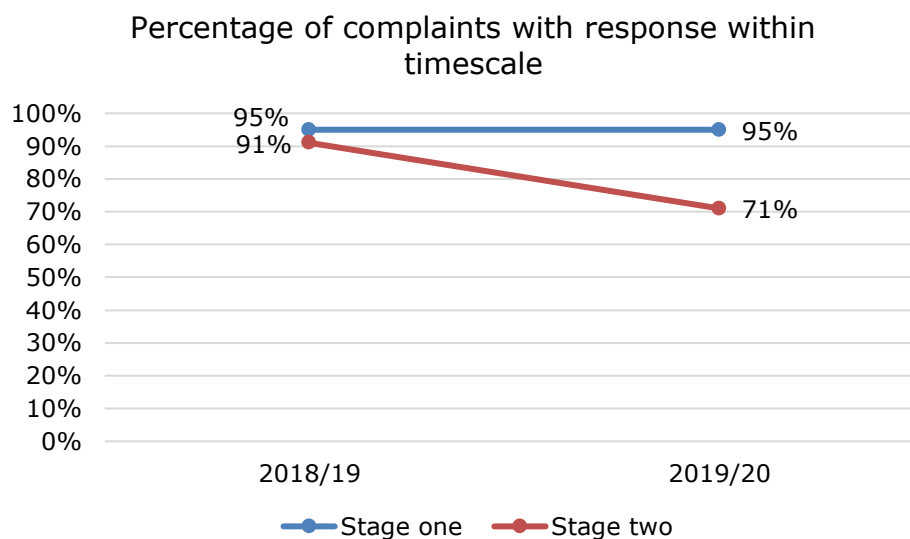
- 1.1 We seek to provide excellent customer service across our services. Complaints are an opportunity to make improvements and learn from where we have fallen short. We report each year on the complaints we receive, the actions we take and areas for improvement. We will also report on our performance in responding to complaints in terms of timescales and process.
- 1.2 We follow the model complaints handling procedure (CHP) developed by the Scottish Public Services Ombudsman (SPSO). If complainants remain unsatisfied with our response once they have gone through our process, they can complain to the SPSO. The SPSO will then decide whether to open an investigation or not.
- 1.3 Our complaints handling procedure is on our [website](#).
- 1.4 The SPSO published a revised model complaints handling procedure in January 2020. We will review our procedures to reflect these changes in advance of the April 2021 deadline.
- 1.5 This report covers the period 1 April 2019 to 31 March 2020. Some totals do not equal 100% due to rounding.
- 1.6 We are currently reviewing the remit of SSSC's Customer Service Improvement Group. We intend this group to maintain a role reviewing complaints received and our procedures. The group will share complaints learning with their teams and consider further opportunities to improve customer service.

## **2. Performance summary**

- 2.1 We follow SPSO guidance regarding key performance indicators. Section 5 of this report has a full breakdown of performance over the last year with comparison to 2018/19.
- 2.2 Our agreed timescales are to respond to stage one complaints within five working days, and stage two complaints within twenty working days. The following set of charts presents key information relating to our ability to respond within these.

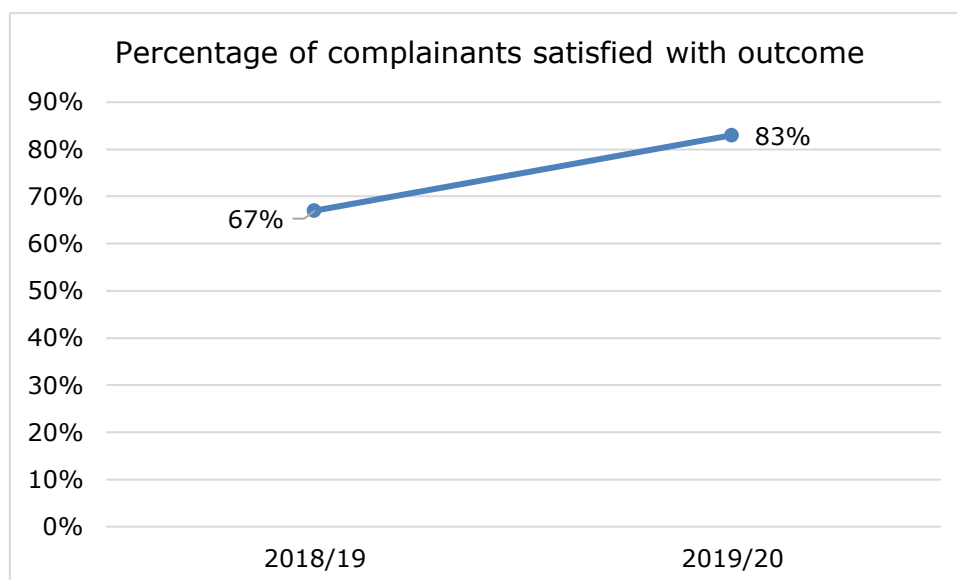


- 2.3 We have maintained average response times for stage one complaints at two days, which is well within the five day timescale. The average for stage two responses has increased from 16 to 19 days, which remains below the 20 day timescale. The increase in this average is reflected in the percentage of complaints we respond to within the respective timescales, shown below.



- 2.4 We continued to respond to 95% of all stage one complaints within the agreed timescales but our response time for stage two complaints has reduced by 20 percentage points, from 91% to 71%. We receive a comparatively small number of stage two complaints (17 in 2019/20) which means that the impact of any late responses has a disproportionate impact on the percentage response rate. In this instance, while we did respond to 12 stage two complaints within the timescale, five were late and of those, three were considerably so (two received a response within three days of the deadline passing). The longest period was 59 days, after which the complaint was not upheld.

- 2.5 We record whether the complainant was satisfied, by assuming escalating a complaint from stage one to stage two is an indication of dissatisfaction. We do not currently ask complainants how satisfied they are with the outcome or handling of their complaint. As such the following is indicative only. We will work to improve how we measure satisfaction for future reporting.



### **3. What are complaints about?**

- 3.1 We received 201 complaints between 1 April 2019 and 31 March 2020.

- 92.5% (186) were received at stage one of the CHP
- 1.5% (3) were received directly at stage two
- 5.9% (12) were stage two complaints escalated from a previous stage one complaint.

- 3.2 Over the same period we also closed 201 complaints. Note that this does not mean each complaint we received had a response in the same period – some complaints we responded to were received in 2018-19, and some we received in 2019-20 will not yet have had a response.

- 92% (184) were at stage one
- 8% (17) were at stage two

- 3.3 Of the stage one complaints closed, most (65%, 120 complaints) were about one of our processes. Of those, the most frequent topics involved:

- 22 (18%) about registration having lapsed or been withdrawn
- 19 (16%) about processing timescales ie time to process an application

- 13 (11%) about the process for being removed from the Register
- 13 (11%) about the fees process ie requesting a refund.
- 12 (10%) about qualification requirements

The comparatively high number of complaints about processes is to be expected given that these relate to areas of high-volume and high-impact work where we are in most contact with workers and stakeholders.

3.4 We can categorise the other complaints as follows:

- 24 (13%) about customer service ie poor customer service or inaccurate information provided
- 24 (13%) about communications ie the tone of our letters or the methods we used
- 12 (7%) about MySSSC ie not working as expected
- 2 (1%) about fee increases
- 2 (1%) about the website

3.5 We also closed 17 complaints at stage two.

- 11 (65%) about processes
- 4 (24%) about communications
- 1 (6%) about customer service
- 1 (6%) about the website

#### 4. What have we learned and what are we doing?

4.1 We always apologise when we get things wrong. Whether we uphold a complaint or not, we always look for ways to make improvements to our service and products.

What happened	How we resolved things
Information was provided through our website contact form but we did not update the worker's account	We checked the website and found that no acknowledgment of receipt had been sent to confirm and we had not received the information. This was also happening with other queries via the form. We have now corrected this.
A worker contacted us on their renewal date to advise they no longer needed to be registered but we still asked for the fee.	We will review our processes to ensure that when someone contacts us around the date of the annual fee being due to request removal, that we do not continue to ask for the fee.

We sent a worker a text message at 1am.	We amended the automated system to stop text messages being sent at antisocial hours.
A worker under investigation received an automated email from an internal email address and felt the address was inappropriate.	We changed the email address, which should only be used internally as it relates to our systems.
A worker received an invoice which misspelled their name.	We requested that our invoice system provider allow special characters as part of a name.
A registrant was removed for not submitting a renewal form. The emails had gone to the worker's junk mail. The worker felt that our correspondence was unclear.	We changed the wording of correspondence to make this clearer. We also introduced a text message reminder to inform workers if they have been removed.
We did not forward details of a complaint to a case holder due to the way contact was recorded on our case management system.	We highlighted this with the relevant team who now manually forward details of complaints to senior staff or the central complaints inbox.
We did not respond to a worker's request for advice because our webform system was not working correctly.	We amended our systems so that when deleting information in bulk, anything sent via webform is excluded. This means we can track whether the webform system is working correctly and if queries are being received.

## 5. Conclusion

### Our performance

No.	Indicator	Performance April 2018 – March 2019	Performance April 2019 – March 2020	Comments on current performance
1.	Complaints received per 1,000 of population	0.04	0.04	Based on the most recent midyear Scottish population estimate (5,438,100 as of 25 April 2019).
2.	Complaints received per 1,000 registrants	1.80	1.25	On 6 April 2020 there were 160,543 individual registrants on the Register.
3.	Percentage of complaints closed at stage one	95%	92%	We closed 184 of 201 complaints at stage one.
4.	Percentage of complaints closed at stage two	5%	8%	We closed 17 complaints at stage two. This includes 14 complaints which were escalated from stage one to stage two.
5.	Average working days to respond at stage one	2	2	Our agreed timescale is five working days.
6.	Average working days to respond at stage two	16	19	Our agreed timescale to respond to a stage two complaint is 20 working days.
7.	Stage one complaints closed within five working days	95%	95%	We closed 175 stage one complaints within five working days.
8.	Stage two complaints closed within twenty working days	91%	71%	12 of the 17 stage two complaints were closed within 20 working days.
9.	Stage one complaints with an extension	4%	2%	We extended the deadline in three complaints. We can extend the deadline when it is unlikely that we



				will fully resolve the issue within the set timescales.
10.	Stage two complaints with an extension	0%	6%	We extended the deadline in one complaint.
11.	Proportion of complaints where complainant was satisfied	67%	83%	We recorded that the complainant was satisfied in 166 complaints.
12.	Stage one complaints upheld	Not recorded	23%	42 stage one complaints were upheld.
13.	Stage one complaints not upheld	Not recorded	61%	113 stage one complaints were not upheld.
14.	Stage one complaints partially upheld	Not recorded	16%	30 stage one complaints were partially upheld.
15.	Stage two complaints upheld	Not recorded	18%	Three stage two complaints were upheld.
16.	Stage two complaints not upheld	Not recorded	53%	Nine stage two complaints were not upheld.
17.	Stage two complaints partially upheld	Not recorded	35%	Six stage two complaints were partially upheld.