

Complaints Performance

Quarterly update for period

01/04/2024 – 30/06/2024

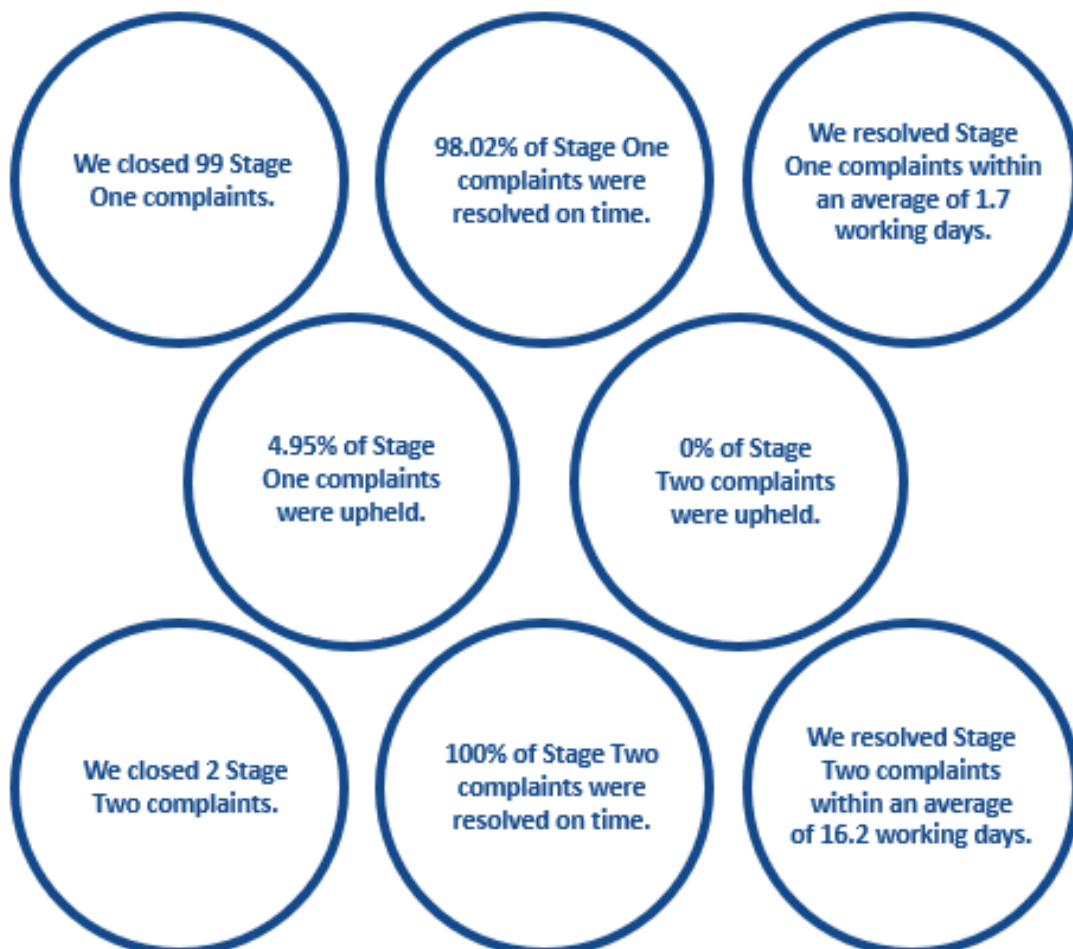
Complaints Performance – quarterly update for period 01/04/2024 to 30/06/2024

We want to offer excellent customer service. Complaints are important as they can help us understand where we might be falling short. We will report each quarterly and yearly 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.

We define a complaint as an expression of dissatisfaction about the way we provide a service. This means that some complaints are more in the nature of feedback, but others are about something that has gone very wrong. Our responses therefore vary from an immediate apology and an undertaking to note the feedback, to a full investigation of what went wrong and if appropriate, an apology or action to put it right. Other complaints highlight unintended consequences of something we have done and help us adjust our process.

Our complaints work is carried out under the terms of the Complaints Handling Procedure that is on our [website](#). SPSO guidelines are that stage one complaints should be resolved within five working days and stage two complaints should be resolved within 20 working days.

101 complaints were closed during 01/04/2024 to 30/06/2024:



Updates and Improvements

What happened	Theme	How we resolved things
<p>Registrant missed a deadline to go on a course to gain requested qualification because of not receiving information regarding the qualification condition imposed on their register part.</p> <p>System error resulted in the registrant not being removed last year when they failed to provide further information during the conditions not met process at renewal stage.</p>	Registration - Processes	<p>System error meant that the registrant was not removed in July 2023 and the system thought we had not dealt with the qualification condition.</p> <p>Further information was not received and an automated removal notice wasn't sent. Applications were in progress at the same time as renewal form and this could have caused the issue as the applications were rejected and the condition deactivated.</p> <p>Condition not met document was issued again to avoid removal but still not submitted to us.</p> <p>We granted an additional seven days before removal.</p>
<p>Multiple complaints had arisen due to go live.</p> <p>The website speed was extremely slow from the point of go live on 3 June for three days meaning that customers were experiencing a lot of difficulties getting into MySSSC and actioning anything, such as completion of an annual declaration.</p>	Registration – Future Proofing Programme – Go Live	<p>This issue was escalated with Microsoft and resolved on 5 June.</p>

<p>Multiple complaints had arisen due to go live.</p> <p>Due to the volume of people completing applications or annual declarations (or trying to), fees were waiting in a queue to be generated at the end of the process. This was the case for this individual.</p>	<p>Registration – Future Proofing Programme – Go Live</p>	<p>We established this issue on 3 June when we went live and raised it as a priority issue. Work has been done to resolve this and, although still a delay on occasion. A number of system issues which caused the problem have been resolved and work is ongoing on the remaining issues.</p>
<p>Complainant has made an FTP referral about a social worker who is either not registered at all or is registered under a false name. The complainant is complaining about the SSSC as we have allowed this person to misrepresent themselves and have therefore failed to ensure registrants are registered under the name they are giving to the public, and have failed in our duty of care. Complainant feels as part of our registration process, we should instruct all registrants that they must be registered under the same name they are using in public.</p>	<p>Registration - Processes</p>	<p>While we ask workers applying for registration to ensure that they keep their details up to date, it would be helpful for us to highlight to registrants that they should ensure their registration is in the name they go by in their workplace to allow the public to easily identify them on the Public Facing Register. We will have this highlighted in our newsletter.</p>

Further information

For further information on this report or about our quality assurance and improvement work, please contact the Performance and Improvement Department by emailing performanceandimprovement@sssc.uk.com



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