

Complaints Performance

Quarterly update for period

01/07/2024 – 30/09/2024

Complaints Performance – quarterly update for period 01/07/2024 to 30/09/2024

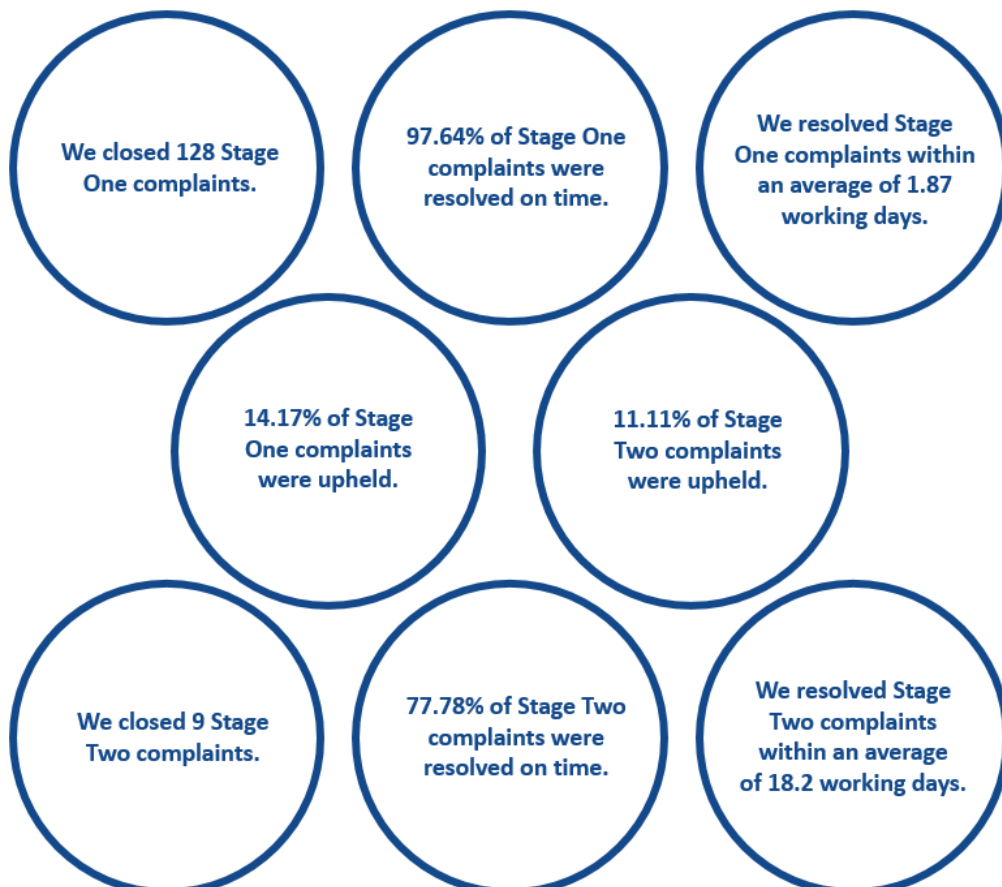
We want to offer excellent customer service. Complaints are important as they can help us understand where we can make improvements. We report quarterly and yearly on the complaints we receive, the actions we take and areas for improvement. We also report on our performance in responding to complaints in terms of timescales and processes.

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.

Performance summary

137 complaints were closed during 01/07/2024 to 30/09/2024:



We closed 127 stage one and nine stage two complaints during the period 01/07/2024 to 30/09/2024.

We responded to 97.64% of stage one complaints on time, which is 125 out of 128 stage one complaints.

We responded to 77.78% of stage two complaints on time, which is seven out of nine stage two complaints. Two stage two complaints were responded to outside of the 20 working day timescale. Both of these complaints were extremely complex and included specific legal questions which needed additional investigation.

Updates and Improvements

What happened	Theme	How we resolved things
An applicant complained about the International Social Work Qualification assessment process, including the time taken to assess the qualification, the result of assessment and clarity of advice given about compensatory measures.	Qualification Assessments - Processes	<p>From this complaint we have identified an immediate improvement to the process which is that Advisers will contact applicants by telephone near the beginning of the process to advise they are dealing with the case and to explain the process. We are also encouraging Advisers to speak to applicants about the process where they believe it will assist.</p> <p>We have started a full review of the assessment of international qualifications that may identify further potential improvements to the process.</p>
Registrant complained as she received an SMS text message from Registration at 5am which disturbed her sleep and also caused concern for herself and her family that there may be an emergency due to someone contacting them at that time in the morning.	Registration - Processes/Customer service	We appreciate the impact receiving an SMS during the night could have on customers and would rather avoid this. A change is being taken forward so that automated SMS messages will not go out during the night.

A registrant complained about the accessibility of Continued Professional Learning resources and clarity of information on website.	Continued Professional Learning - Resources	Our Qualification and Standards team have reviewed and made changes to the website to make information about CPL requirements clearer. Additional communications to all registrants to provide further clarity are also planned.
A technical issue during the launch of the Future Proofing Programme caused individuals who had previously been removed as the result of a Fitness to Practise case but later restored to the register to incorrectly show on the Public Facing Register as Removed by Fitness to Practise/Removed by Panel.	Registration – Future Proofing Programme	A solution was sought immediately when the issue was discovered and a temporary solution was deployed to ensure Removed Registrations for people who have since been restored were not visible on the PFR. A permanent solution for this issue has now been deployed.

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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