

Complaints Performance

Quarterly update for period

01/10/2023 – 31/12/2023

Complaints Performance – quarterly update for period 01/10/2023 to 31/12/2023

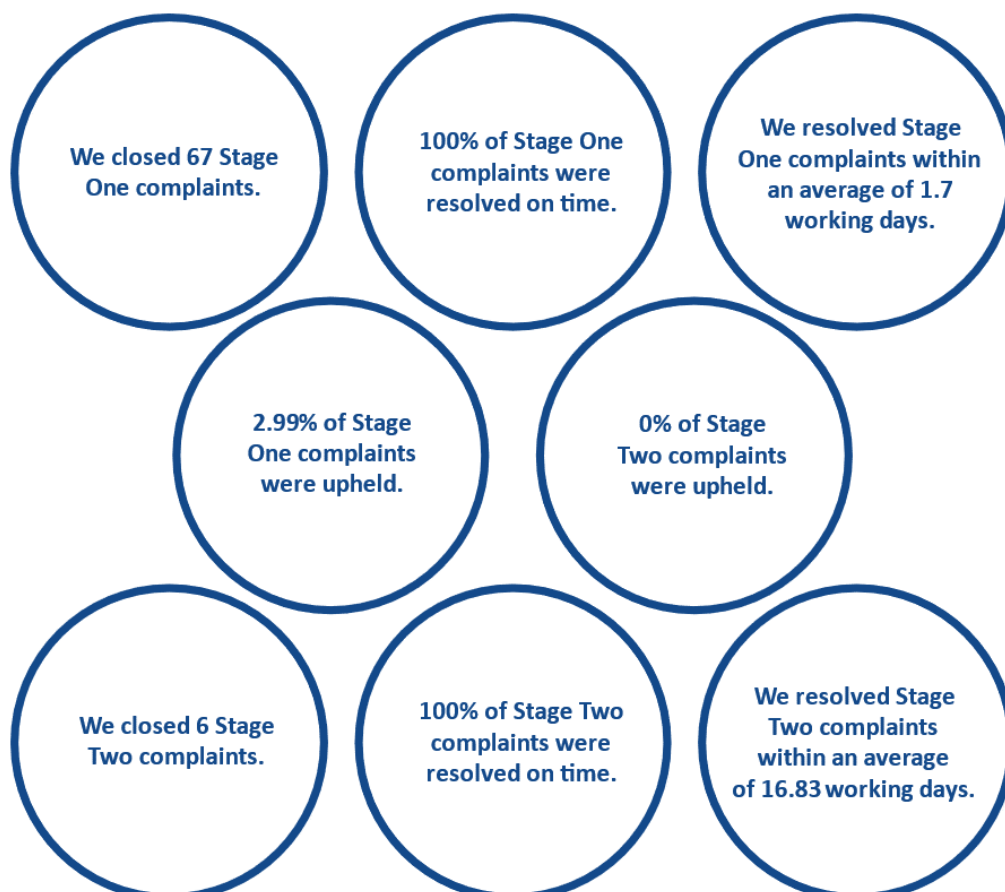
We want to offer excellent customer service. Complaints are important as they can help us understand where we might be falling short. We will report each quarterly and yearly on the complaints we receive, the actions we take and areas for improvement. We will also report on our performance in responding 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.

Complaints Key Performance Indicators (KPIs)

73 complaints were closed during 01/10/2023 to 31/12/2023:



Updates and Improvements

What happened	Theme	How we resolved things
<p>A registrant was removed from the register and payment was refunded.</p> <p>The employment on the record was not of a Local Government Authority which pays fees. We sent multiple reminders for payment of fee before formally notifying of removal from the register.</p> <p>Employment record was updated during the removal period.</p>	Registration - processes	<p>We investigated the correspondence and registration record.</p> <p>We explained the agreement between COSLA and Scottish Government in relation for payment of fees. We advised the registrant of the responsibilities of keeping their details up to date and they were re-instated to the register.</p>
<p>A Notice of Decision was published, and complainant felt it went into too much detail and that certain information should have been redacted.</p>	Fitness to Practise - processes	<p>Although we were satisfied that decision to publish the Notice of Decision was correct. We will take consideration to the information we publish and look to summarise items, such as the place where the worker is employed.</p>
<p>A newsletter was sent to a registrant when they requested to be opted out of this type of mailing.</p>	Registration - processes	<p>This was human error and was actioned incorrectly. We apologised and confirmed we have amended their marketing preferences.</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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