

# **Complaints Performance**

## **Quarterly update for period**

01/07/2023 – 30/09/2023

## Complaints Performance – quarterly update for period 01/07/2023 to 30/09/2023

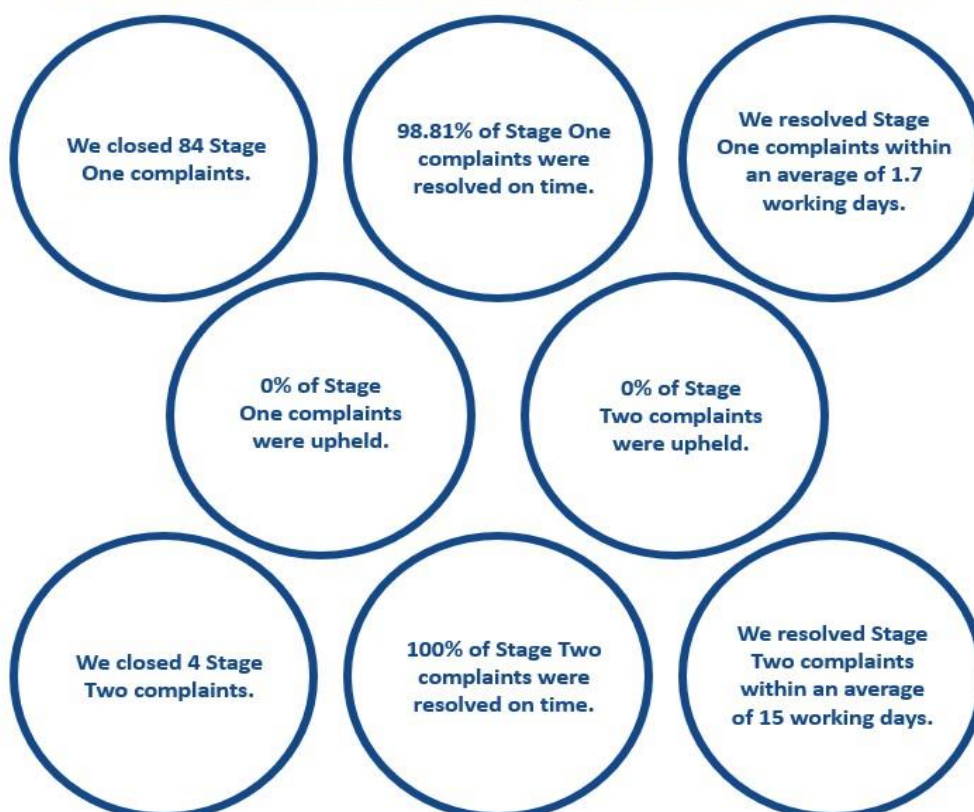
We want to offer excellent customer service. Complaints are important as they can help us understand where we might be falling short. We will report each quarterly and yearly on the complaints we receive, the actions we take and areas for improvement. We will also report on our performance in responding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

88 complaints were closed during 01/07/2023 to 30/09/2023:



## Updates and Improvements

| What happened  | Theme  | How we resolved things  |
|--|--------|---|
| Multiple registrants called as they were having issues providing further information via their MySSSC account. | MySSSC | <p>An issue affecting multiple users from providing further information through their MySSSC account.</p> <p>There was an issue with how the portal was presenting a sub-grid of employment records and the multi-line free text field to the user, meaning that validation was not executing correctly which in turn meant the button to submit was not available.</p> <p>This required an update to the code to evaluate the grid elements correctly, which in turn allowed the validation to execute and return the submit button to the user, when appropriate.</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](mailto:performanceandimprovement@sssc.uk.com)



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