

# **Complaints Performance**

## **Quarterly update for period**

**01/10/2024 – 31/12/2024**

## Complaints Performance – quarterly update for period 01/10/2024 to 31/12/2024

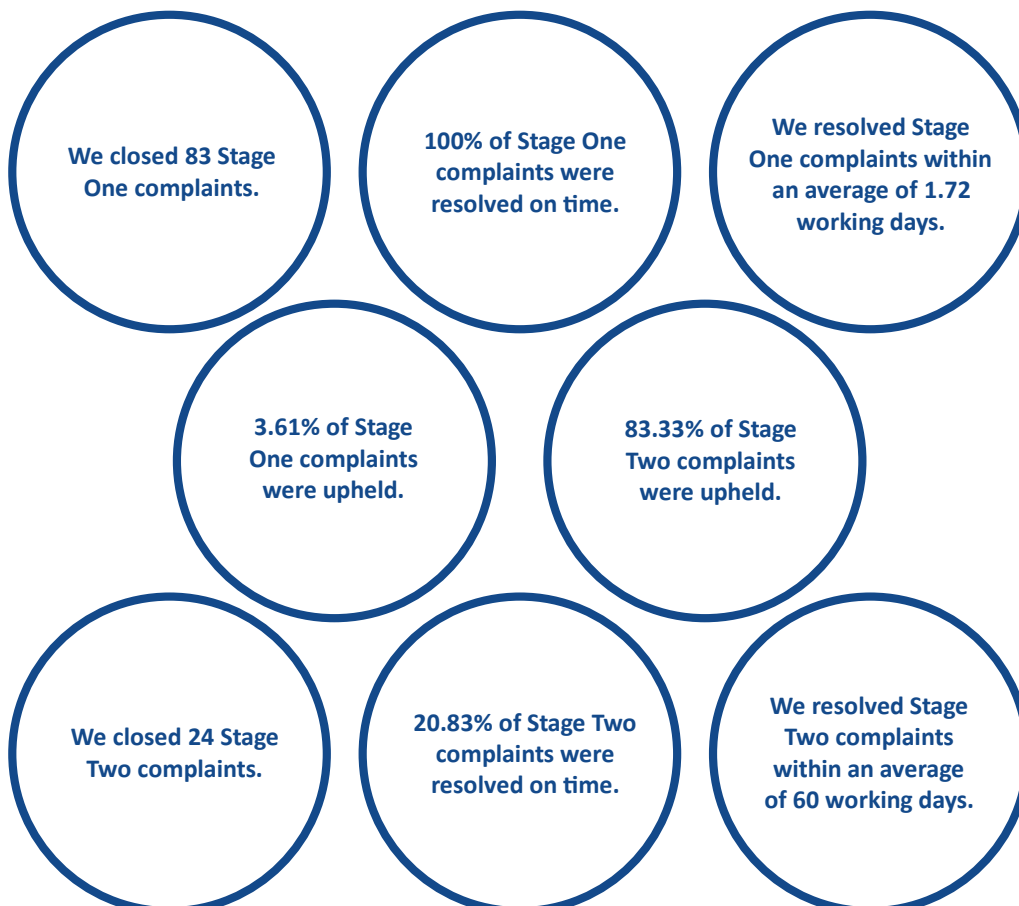
We want to offer excellent customer service. Complaints are important as they can help us understand where we can make improvements. We report quarterly and yearly on the complaints we receive, the actions we take and areas for improvement. We also report on our performance in responding to complaints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

**107 complaints were closed during 01/10/2024 to 31/12/2024:**



We closed 83 stage one and 24 stage two complaints during the period 01/10/2024 to 31/12/2024.

We responded to 100% of stage one complaints on time.

We responded to 20.83% of stage two complaints on time, which is five out of 24 complaints.

We received 19 stage two complaints in August and September 2024 which were all related to a technical issue where registered workers were removed from the register for non-completion of their Annual Declaration without having received a Notice of Decision to inform them they would be removed. For many of the complainants, this resulted in a loss of earnings. All 19 complaints were given extensions due to the complexity and legal issues in finding a solution to these complaints. These complaints were closed on 13 December 2024.

## Updates and Improvements

What happened	Theme	How we resolved things
<p>Around 3,000 workers were removed from the Register for non-completion of their AD. These workers did not receive Notice of Decision letters or had the right to appeal the removal.</p> <p>All workers who were impacted were reinstated to the register.</p> <p>Complaints where workers were not able to work or were unpaid during the time were directly escalated to Stage Two.</p>	Future Proofing Programme – annual declaration	A process was developed to allow the impacted workers to put in a reimbursement claim for lost earnings.
<p>A complaint was received from an MSP on behalf of their constituent, a social work student. The complaint was relating to student grants and additional award for students with financial difficulties.</p> <p>There was a delay in us being able to make payments as Scottish</p>	Learning and Development – bursaries processes	<p>We developed a manual workaround to allow us to make payments and made the payment of students a top priority at that time.</p> <p>Bursary payments were processed within a week of the complaint being closed.</p>



Government introduced a new finance system and the part used to make these payments was not available at the time the complaint was made.		
A countersignatory called as he had been able to see details of all registrants when logged into MySSSC, instead of just registrants tied to his organisation. The countersignatory requested further details from Information Governance about how this happened.	Information Governance – data security processes	In terms of measures to prevent a recurrence, we are reviewing how we respond to urgent vulnerabilities and considering how to roll out proportionate user testing to reduce the risk of a similar recurrence when making configuration changes. We will also carry out training with all members of our Systems Development team.

## 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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