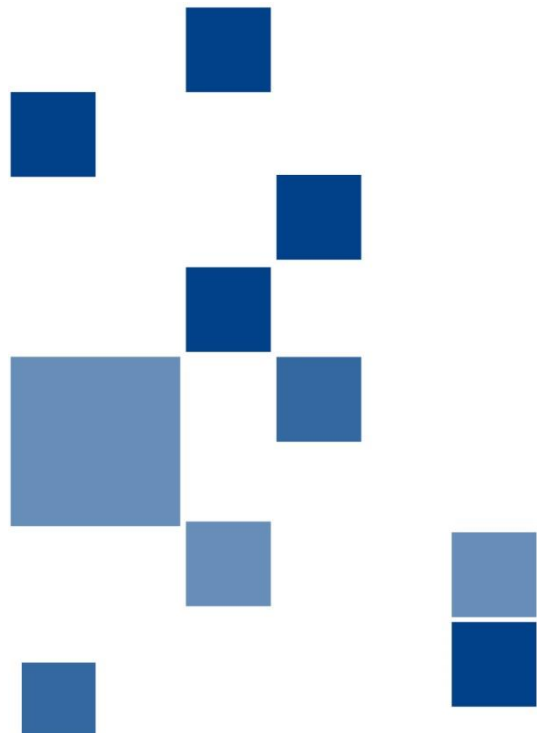


Complaints Performance 1 April 2021 – 31 March 2022

April 2022



Contents

1. Introduction.....	2
2. Performance summary	2
3. What are complaints about?	5
4. What have we learned and what are we doing?	6

1. Introduction

- 1.1 We follow the model complaints handling procedure (CHP) developed by the Scottish Public Services Ombudsman (SPSO). If complainants remain unsatisfied with our response once they have gone through our process, they can complain to the SPSO. The SPSO will then decide whether to open an investigation or not.
- 1.2 Our complaints performance is in line with expectations and previous performance. We use complaints data and outcomes of complaints as part of our continuous improvement approach.
- 1.3 Our complaints handling procedure is on our [website](#).
- 1.4 We publish a quarterly summary of performance on the complaints we receive, the actions we take and areas for improvement we have identified. We also report on our performance in responding to complaints in terms of timescales and process.
- 1.5 This report covers the period 1 April 2021 to 31 March 2022. Some totals do not equal 100% due to rounding.

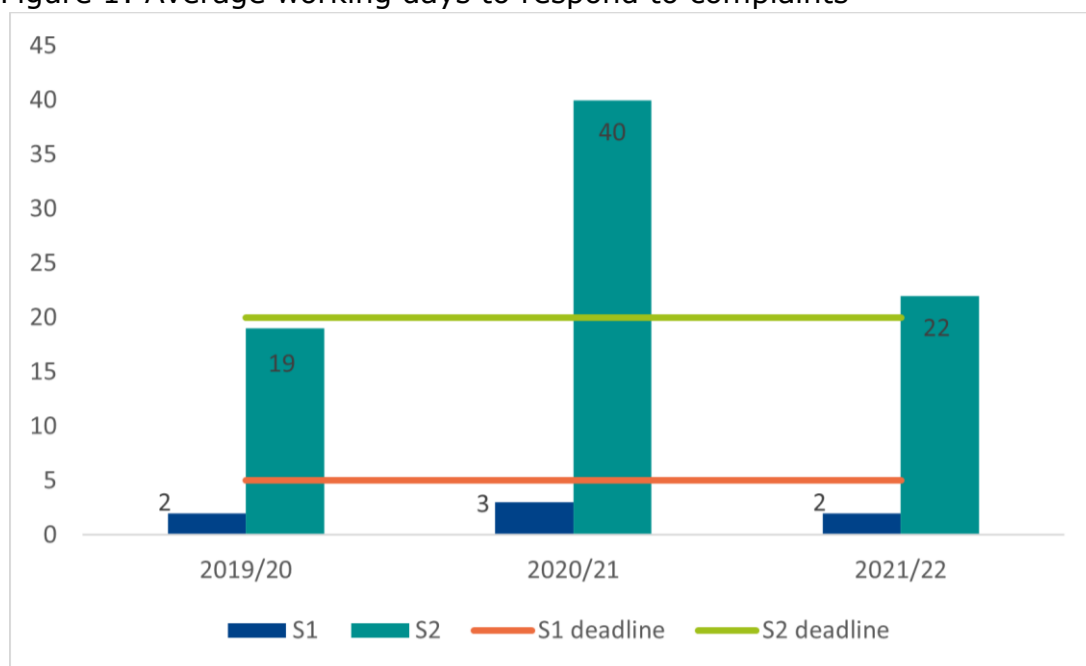
2. Performance summary

No.	Indicator	Performance April 2020 – March 2021	Performance April 2021 – March 2022	Comments on current performance
1.	Complaints received per 1,000 registered workers	0.6	2.4	On 28 March 2022 there were 163,750 individuals on the Register. We received 399 complaints in 2021/22.
2.	Percentage of complaints closed at stage one (S1)	91%	96%	We responded to 401 complaints, we closed 384 of these at stage one. We received some of these complaints before April 2021.
3.	Percentage of complaints closed at stage two (S2)	9%	4%	We closed 17 complaints at stage two. This includes 10 complaints which we escalated from stage one to stage two.
4.	Average working days to respond at stage one	3	2	Our agreed timescale to respond to a stage one complaint is five working days.

5.	Average working days to respond at stage two	40	22	Our agreed timescale to respond to a stage two complaint is 20 working days.
6.	Stage one complaints closed within five working days	94%	98%	We closed 378 stage one complaints within five working days.
7.	Stage two complaints closed within twenty working days	89%	76%	We closed 13 of the 17 stage two complaints within 20 working days.
8.	Stage one complaints with an extension	2%	1%	We extended the deadline in two stage one complaints.
9.	Stage two complaints with an extension	0%	18%	We extended the deadline in three stage two complaints.
10.	Proportion of complaints where complainant was satisfied	95%	98%	Due to reporting methods, this figure is indicative only. See para 2.6 for detail.
11.	Stage one complaints upheld	14%	5%	We upheld 18 stage one complaints.
12.	Stage one complaints not upheld	69%	25%	96 stage one complaints were not upheld.
13.	Stage one complaints partially upheld	17%	4%	17 stage one complaints were partially upheld.
14.	Stage one complaints resolved	N/A	66%	'Resolved' is an outcome introduced on 1 April 2021. We resolved 253 stage one complaints.
15.	Stage two complaints upheld	22%	18%	We upheld 3 stage two complaints.
16.	Stage two complaints not upheld	67%	76%	13 stage two complaints were not upheld.
17.	Stage two complaints partially upheld	11%	6%	1 stage two complaint was partially upheld.

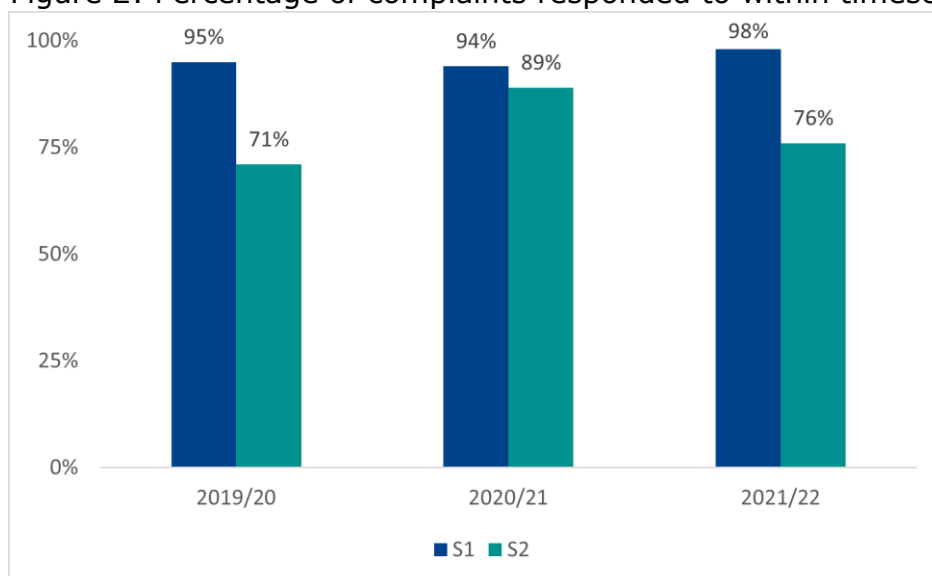
2.1 Our agreed timescales are to respond to stage one complaints within five working days and stage two complaints within 20 working days. The following set of charts presents key information relating to our ability to respond within these timescales.

Figure 1: Average working days to respond to complaints



- 2.2 We have improved our average time to respond to a stage one complaint from three working days in 2020/21 to two working days in 2021/22.
- 2.3 The number of stage one complaints upheld, not upheld and partially upheld is in line with the previous year's performance. The percentage has dropped due to the new 'resolved' outcome being introduced, which is what the majority of stage one complaints now have as an outcome.
- 2.4 We have also improved our average time to respond to a stage two complaint from 40 to 22 working days. One stage two complaint received in 2021/22 took 71 days to respond to due to the complexity of the case. Excluding this complaint, the average time would have been 19 working days.

Figure 2: Percentage of complaints responded to within timescale



- 2.5 We responded to 98% of all stage one complaints within the agreed timescales, a 4% increase from the previous period. Our ability to respond to stage two complaints within the allocated timescale decreased from 89% in 2020/21 to 76% in 2021/22.
- 2.6 We do not currently ask complainants how satisfied they are with the outcome or handling of their complaint. Recent changes to the way we record complaints at each stage of the procedure will allow us to more accurately define whether a customer was satisfied or not in future.

3. What are complaints about?

- 3.1 We received 399 complaints between 1 April 2021 and 31 March 2022.
- 96% (384) received at stage one of the CHP.
 - 2% (6) received directly at stage two.
 - 2% (10) were stage two complaints escalated from a previous stage one complaint.
- 3.2 Of the stage one complaints closed, most (225 complaints) were about one of our processes. The most frequent topics were:
- 54 about the fees process (for example, requesting a refund)
 - 32 about our removal process
 - 26 about qualification requirements.

We would expect a comparatively high number of complaints about processes because these relate to areas of high-volume and high-impact work where we are in most contact with workers and stakeholders.

3.3 We can categorise the other complaints as follows:

- 92 about MySSSC (for example, the service not working as expected)
- 41 about communications (for example, the tone of these or the methods we used)
- 16 about customer service (for example, poor customer service or inaccurate information provided)
- nine about our website
- two about events.

3.4 Of the stage two complaints closed, these are categorised as:

- 14 about processes
- two about customer service
- one about communications.

4. What have we learned and what are we doing?

4.1 We always apologise when we get things wrong. Whether we uphold a complaint or not, we always look for ways to make improvements to our service and products.

4.2 Case studies

What happened	How we resolved things
We removed a worker for non-payment of fees, despite getting confirmation their payment had gone through online.	Partially upheld. The worker did not pay the full amount due and we removed them. We explained this and advised we would reinstate their registration if they paid the outstanding balance. We will review our system to highlight cases such as this so we could contact workers before removal.
An applicant was unhappy with paying more for their application fee than someone else in the same role as them.	Resolved. We explained we charged the applicant a higher amount because their counter signatory indicated on their application a PVG check had not been carried out when it had. We confirmed we had all the relevant information and arranged a refund of the overpaid balance.
A worker was unhappy that they continued to receive payment reminders despite having paid their fee over the phone with us.	Upheld. We confirmed that the payment was made and explained due to a system error, the worker's payment information had not been updated and automatic reminders were sent. We apologised for this.

<p>We provided a worker with inaccurate information on two occasions regarding applying for registration.</p>	<p>Upheld. We identified that we had provided the wrong information which was a training issue in the department and apologised for this. We confirmed guidance has been issued to staff and that we will provide further training.</p>
<p>A worker was unhappy with the length of time their investigation was taking.</p>	<p>Upheld at stage two. We apologised and confirmed we could have reached an outcome by the point of the complaint and that we did not update the worker when we said we would. We confirmed we would reach an outcome within the next four weeks and this was done.</p>

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