

Complaints Performance – quarterly update for period 01/04/2023 to 30/06/2023

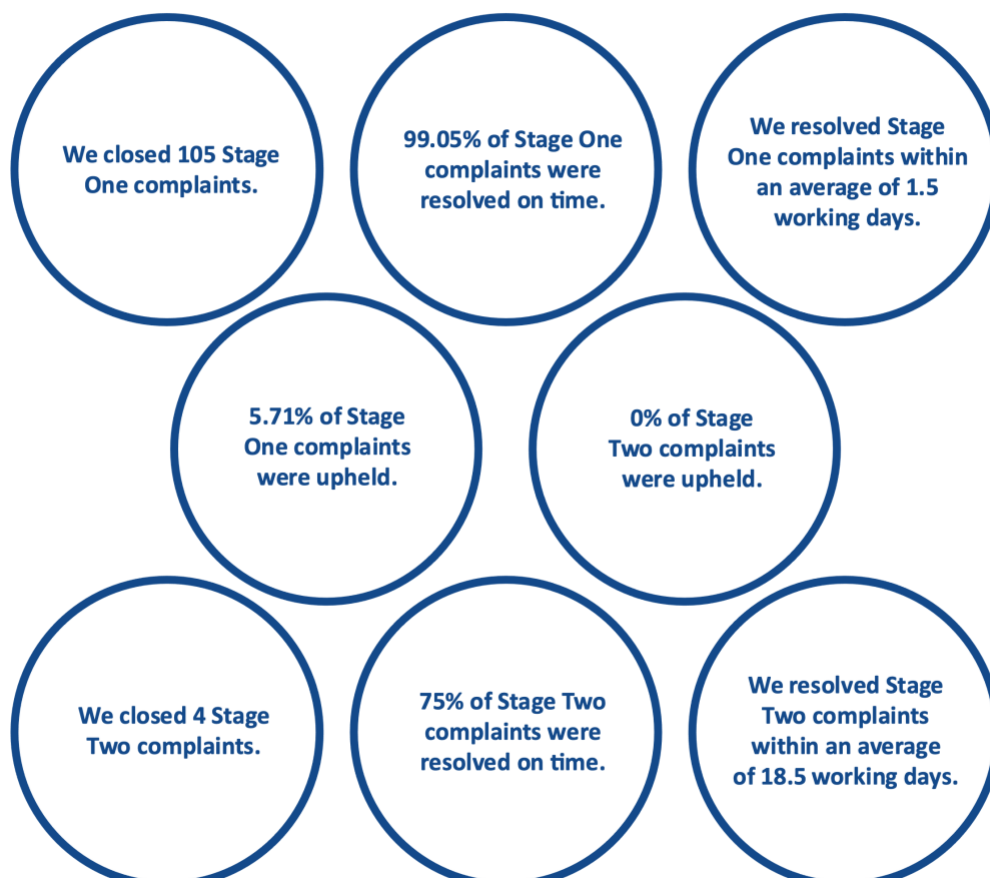
We want to offer excellent customer service. Complaints are important as they can help us understand where we might be falling short. We will report each quarterly and yearly on the complaints we receive, the actions we take and areas for improvement. We will also report on our performance in responding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

109 complaints were closed during 01/04/2023 to 30/06/2023:



Updates and Improvements

What happened	Theme	How we resolved things
An employer phoned to query if a fitness to practise referral should be made about a worker. We advised it shouldn't, but the Care Inspectorate later advised it should.	Processes	We apologised to the complainant, confirming we would contact the Care Inspectorate to clarify the advice that was given at the time. We offered for our Regulatory Improvement and Hearings team to make contact regarding further guidance and arranged more training on referrals for the team receiving calls.
A worker was upset with the tone of communications received when leaving the Register due to retirement.	Communications	We apologised for any offence given and explained the process for when somebody is removed. We confirmed we would consider their comments as part of our communications review this year.
A worker was upset that we had contacted Police Scotland for information as part of our investigation that they felt we were not entitled to.	Processes	We confirmed the letter we sent to Police Scotland was a template but was incorrect, we explained based on the case we were still entitled to the information. We have since updated the wording in the letter template.

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