

Complaints Performance – quarterly update for period 01/10/2020 to 31/12/2020

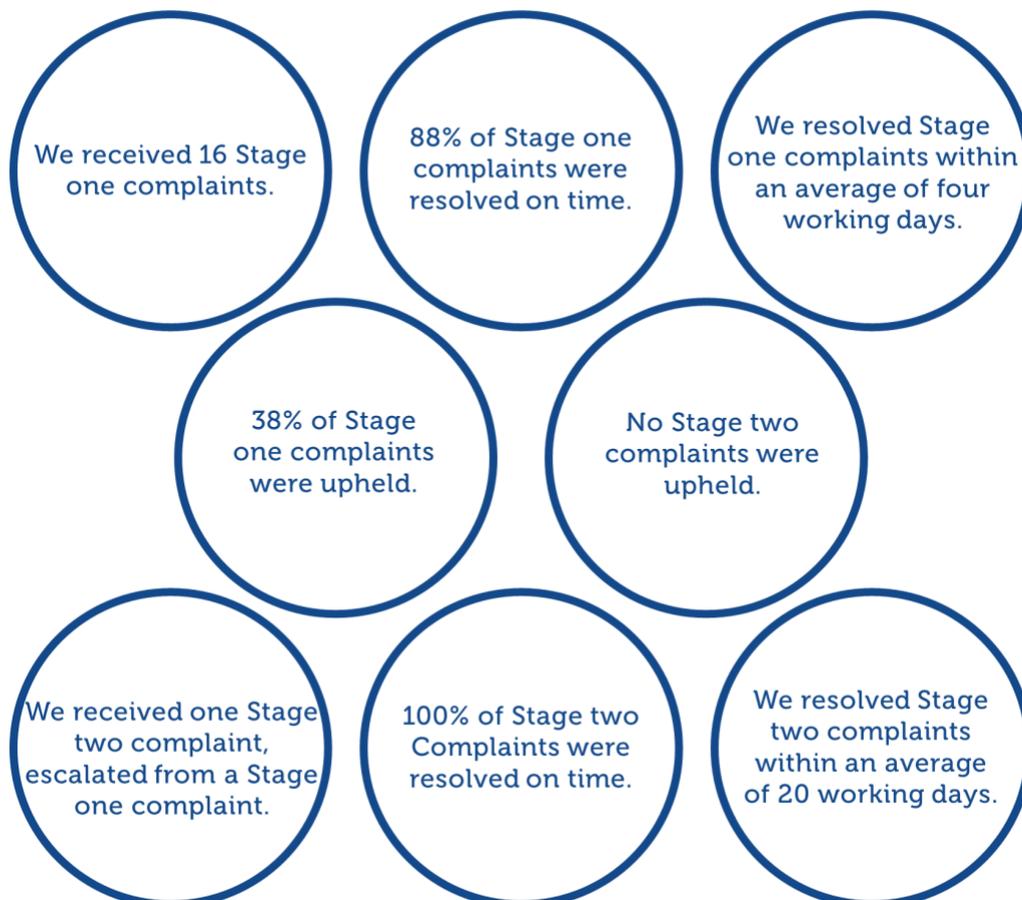
We want to offer excellent customer service. Complaints are important as they can help us understand where we might be falling short. We will issue a short summary each quarter and a more detailed yearly report on the complaints we receive, the actions we take and areas for improvement. We will also 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 other are about something that has gone 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](#).

Complaints Key Performance Indicators (KPIs)

16 complaints were received during 01/10/2020 to 31/12/2020:



Updates and Improvements

Complaint	Theme	How we resolved things
A worker was unhappy with the time their investigation had taken and proposed timescales for a hearing.	FTP processes	This was not upheld. A timeline of events was provided and reasoning for proposed timescales was given. We did make changes to our application templates following comments from the worker's complaint.
A worker's application for a separate regulatory body was being delayed due to us not responding to their information requests.	Communications	This was upheld. We apologised for the delay and explained the reasons for this. We reassured the worker that the requested information had now been provided.
A worker was unhappy with the time their investigation had taken, and with the fact we were retaining information about this on our system.	FTP processes	This was partially upheld. We accepted there was undue delays in our investigation and apologised. We provided a timeline of events. We gave a full explanation for why we retain investigatory information.
A worker was unable to upload their qualification certificate to their online renewal application.	MySSSC	This was upheld. We explained there was a system issue at the time and apologised for this. We confirmed the issue had since been fixed.
A worker was mistakenly removed after updating their employment details over the phone, being told they didn't need to do anything else. They now needed to reapply and pay new fee.	Customer Service	This was upheld. We explained the process that should have been followed and what had happened. We apologised for human error. We confirmed they would not need to pay new fee and processed the worker's new application as a priority.

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