

Complaints Performance – quarterly update for period 01/04/2020 to 30/06/2020

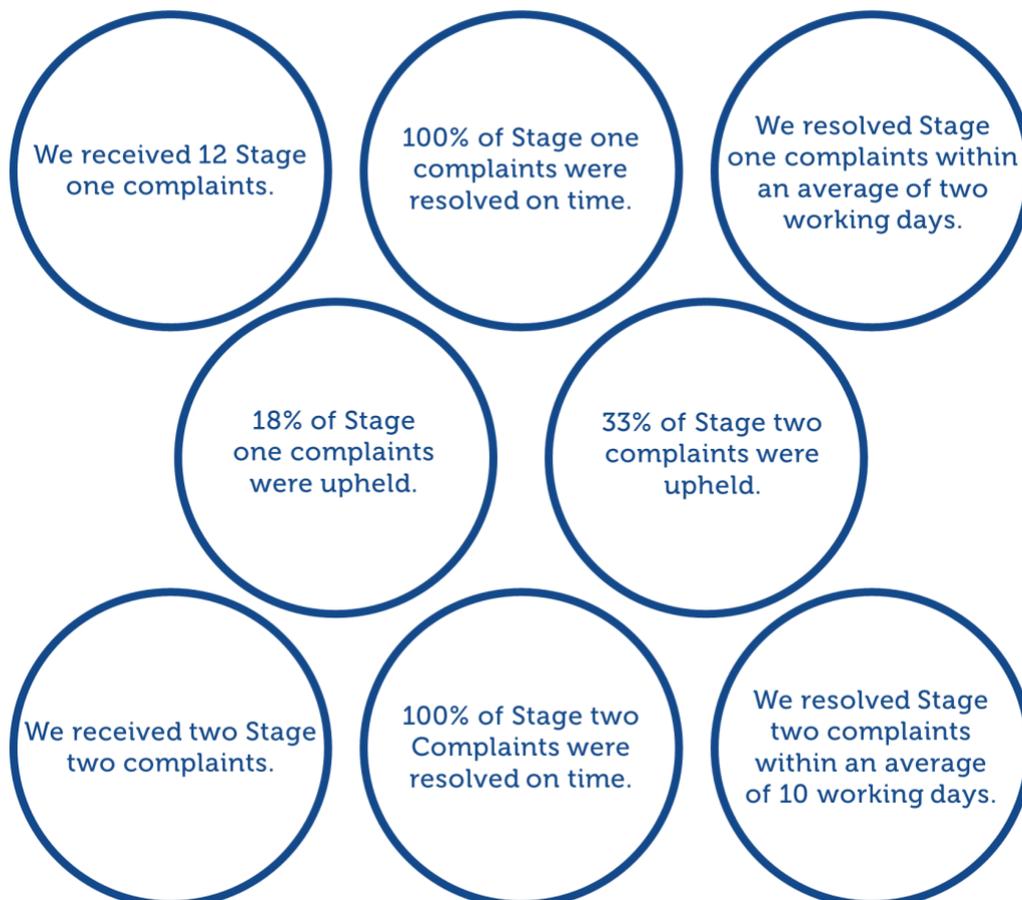
We want to offer excellent customer service. Complaints are important as they can help us understand where we might be falling short. We will issue a short summary each quarter and a more detailed yearly report on the complaints we receive, the actions we take and areas for improvement. We will also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

14 complaints were received during 01/04/2020 to 30/06/2020:



Updates and Improvements

| Complaint | Theme | How we resolved things |
|---|----------------|---|
| A worker was not contacted to let them know their temporary order had expired. | FTP processes | This was partially upheld. While it is not set out in our Rules that we need to do this, we acknowledged it would be good practise to do so, and now have a process in place for notifying workers of their orders expiring. |
| A worker was dismissed from employment due to not being registered, despite being registered. They felt SSSC did not help. | FTP processes | This was not upheld. We sent the worker and their representative a detailed timeline of events in writing, explaining they had not been removed and showing actions taken by both ourselves and the worker during the timeline. |
| A worker did not get a refund after withdrawing their application a month after submission. They had contracted coronavirus and made the decision to not work in the care sector. | Fees process | This was partially upheld. We went over our fees process with the worker explaining a refund typically would not be due, however due to the exceptional circumstances a fee waiver was completed. |
| A worker was unhappy about receiving communication about their Hearing in person, due to social distancing concerns. | Communications | This was partially upheld. We explained that some correspondence must be sent physically as set out in our Rules but agreed to email all future correspondence where possible. |

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