

Complaints Performance – quarterly update for period 01/07/2020 to 30/09/2020

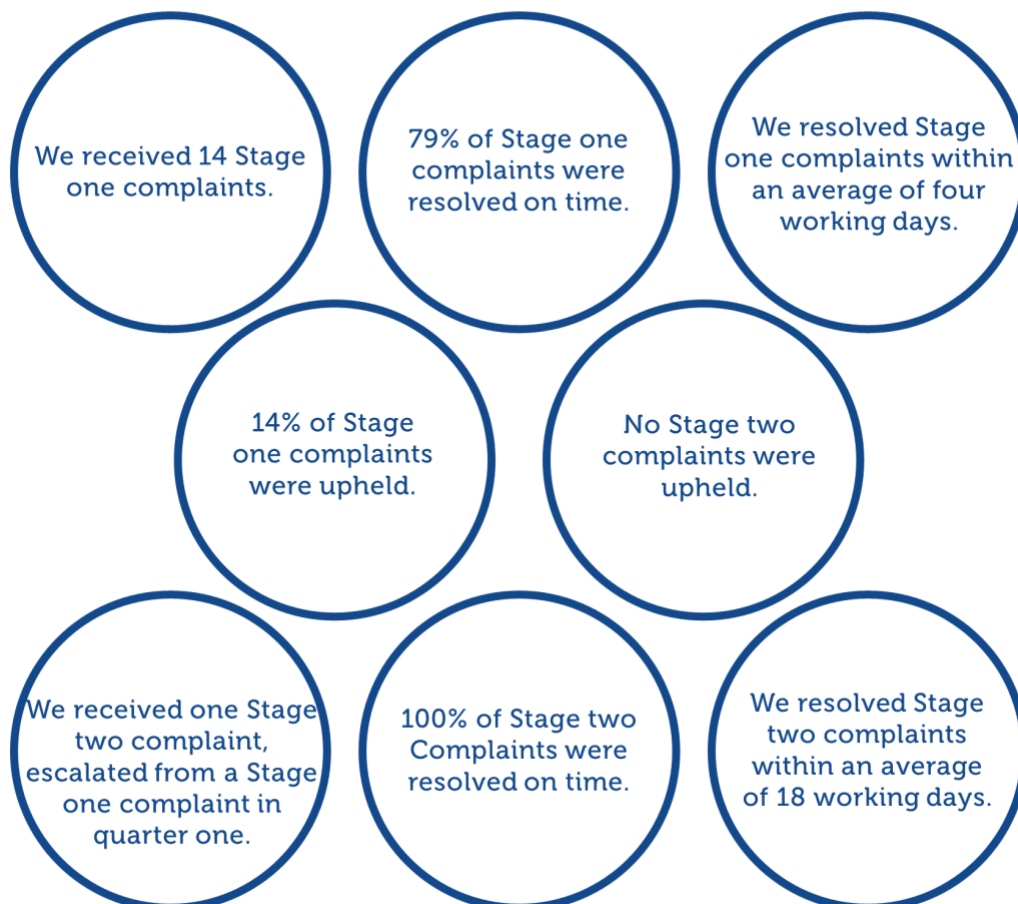
We want to offer excellent customer service. Complaints are important as they can help us understand where we might be falling short. We will issue a short summary each quarter and a more detailed yearly report on the complaints we receive, the actions we take and areas for improvement. We will also 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 01/07/2020 to 30/09/2020:



Updates and Improvements

Complaint	Theme	How we resolved things
A worker was unhappy receiving a factsheet about their investigation they were unaware was ongoing.	Communications	This was upheld. We laid out a timeline of events including dates of communication, acknowledging an unacceptable delay in this. We confirmed the current case status, including what would happen next.
An individual was unhappy with being unable to meet with SSSC staff to discuss ongoing investigations.	Communications	This was partially upheld. We explained our reasoning for the processes we followed but acknowledged it could have been done better. We apologised for the difficulties this caused and offered to meet with them virtually.
Employer unhappy with length of time investigation into their staff has taken and the little communication we had given them.	FTP processes	This was not upheld. A full explanation of the process for the investigations concerned was provided, including assurances that they were being progressed as quickly as possible.
A worker was upset with how long we took to update them on their investigation. They felt let down by the SSSC.	Communications	This was partially upheld. We apologised for the lack of update, giving reasons for this. We provided an update on what had happened and what will happen moving forward.

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