

# SPSO Customer Satisfaction Survey Results 2024-25

## Public Service Complaints

### Method

1,677



complainants surveyed



issued via email  
(and post if requested)

156



responses

### Key findings

1

Complainant satisfaction is strongly linked to being kept informed



2

Satisfaction with complaint handling times remains low, largely due to rising volumes of complaints and high demands for advice and support across all areas of our service

3

Complainants find our website and online complaint forms easy to access, understand, and complete

4

Some complainants struggled to understand decision outcomes



## Next steps and progress

- 1** We will continue to closely monitor how long complaints wait to be allocated to a Complaints Reviewer and communicate this clearly
- 2** We have improved our acknowledgement template for unallocated cases to clearly indicate when we will begin considering the complaint
- 3** We will continue to remind staff of the importance of timely updates to ensure complainants receive a consistent and satisfactory service
- 4** We have introduced a 'statement of reasons' at the preliminary investigation stage to enhance the clarity and transparency of our decisions
- 5** We have launched a 'complaint checker' on our website to help users determine whether their complaint is ready to be submitted to the SPSO
- 6** We have created a flow chart for our website and leaflet that clearly outlines our process, making it easier for users to understand each stage
- 7** We are committed to finding ways to increase the 9% response rate of completed satisfaction surveys and will pilot sending reminders to encourage feedback



## Related reading

- [How the SPSO handles your complaint](#)
- [SPSO Online Complaint Checker](#)
- [Public service complaints statistics 2024-25](#)
- [Annual report 2024-25](#)