

SPSO Customer Satisfaction Survey Results 2024-25

Scottish Welfare Fund

Method

309



applicants surveyed



issued via email
(unless alternative requested)

14%



response rate

Key findings

1

High customer satisfaction with positive responses across all questions



2

Accessible service, clear process, timeliness, and plain language were our top strengths

3

Areas to improve were listening, fair consideration, and clear decision explanations

4

Most comments showed strong satisfaction, praising timely service, empathy, and a person-centred approach.

5

A few comments showed dissatisfaction, citing not being heard or circumstances overlooked



Next steps and progress

- 1** We reminded staff of the importance of listening and reflecting upon decisions
- 2** We will ensure to signpost applicants to local support services where appropriate
- 3** We introduced a new survey approach in Q2 after receiving no survey responses in Q1. Key changes included a shorter survey and personalised invitations. Response rates rose significantly under the new approach
- 4** We have amended the survey scale to allow for clearer results and more effective analysis
- 5** We continue to share the positive feedback with staff at team meetings



Related reading

- [About our service](#)
- [How we look at reviews](#)
- [Statistics and reports](#)
- [Annual report 2024-25](#)