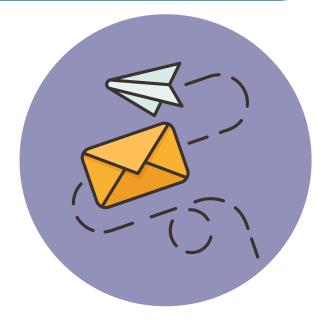
SPSO Customer Satisfaction Survey Results 2024-25

Scottish Welfare Fund

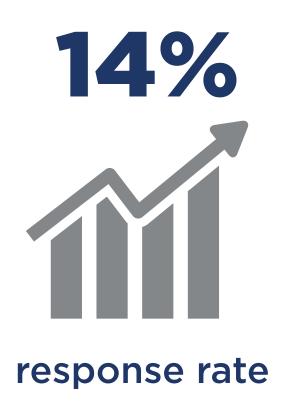


309
COS
applicants surveyed

Method



issued via email (unless alternative requested)



Key findings

- High customer satisfaction with positive responses across all questions
- Accessible service, clear process, timeliness, and plain language were our top strengths

- Areas to improve were listening, fair consideration, and clear decision explanations
- 4 Most comments showed strong satisfaction, praising timely service, empathy, and a personcentred approach.
- A few comments showed dissatisfaction, citing not being heard or circumstances overlooked



Next steps and progress

- 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



- 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
- We have amended the survey scale to allow for clearer results and more effective analysis
- 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

