# SPSO Customer Satisfaction Survey Results 2025-26 Q1-2

**Scottish Welfare Fund** 

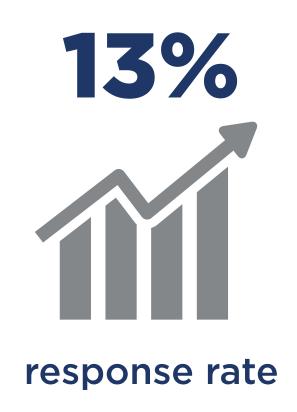


# 232 A Constant Serveyed

## Method



issued via email (unless alternative requested)



## **Key findings**

- Response rate increased from 10% in Q1 to 14% in Q2
- High customer satisfaction with positive responses across all questions

- Process clarity, timeliness, and progress updates were our top strengths
- 4 Our lowest scoring question related to understanding the review and the applicant's desired outcome

### **Positive Feedback**



"I cant thank [you] enough for your help"

"I really appreciate the careful consideration you gave to my circumstances and the outcome you reached. Your decision has made a genuine difference"

"Thank you for your time...I really felt understood during our discussion"

"I'm so relieved and happy to know that we'll soon have [a] cooker, fridge freezer and flooring. It'll make such a difference to my daughter and I and our home"

"You [are] so kind [and] aware about my circumstances. Thanks"

"I truly appreciate the support and professionalism you've shown throughout this process"

