

## 2018-19 Q2 Customer Service Complaints Report

From: **John Stevenson, Head of Improvement Standards and Engagement**  
 To: **SPSO Leadership Team**  
 Date: **October 2018**

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### Purpose

1. This report has been prepared to provide a summary of Customer Service Complaints (CSCs) received and responded to by the SPSO during quarter 2 (Q2) of the year 2018-19. Where appropriate the report seeks to provide a summary of outcomes, trends and actions taken as a result of these complaints including key learning points for SPSO in relation to service improvement.
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### Reporting customer service complaints

2. Details of all CSCs are recorded (on WorkPro) and we publish on a quarterly basis the outcome of complaints and the actions we have taken in response. The CSCs we received are analysed for trend information to ensure that, where possible, we identify areas where our service could improve and take appropriate action.
  3. We publish this report on a quarterly basis to help ensure transparency in our complaints handling and to demonstrate to our customers that complaints can influence our service. We also publish, on an annual basis, more detailed information on our performance in handling complaints. This includes statistics showing the volumes and types of complaints and key performance details, including the time taken and the stage at which complaints were resolved.
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### Q2 statistics for customer service complaints

#### *Received & closed*

4. Table 1 provides a breakdown of complaints received and closed.

<b>Summary</b>	<b><i>Received</i></b>	<b><i>Closed</i></b>
<b>Stage 1 - Frontline resolution</b>	8	7
<b>Stage 2 - Investigation</b>	2	1
<b>Escalated Complaints</b> (escalated from stage 1 to stage 2)	3	4
<b>Total</b>	<b>13</b>	<b>12</b>

5. Where a difference exists in the number of cases received in the quarter and the number of cases closed in the quarter (in this case escalated complaints), this is due to cases received in an earlier quarter being closed in Q2.

### ***Upheld/Not upheld***

6. Table 2 provides a breakdown of complaints upheld and not upheld.

<b>Summary</b>	<b><i>Upheld</i></b>	<b><i>Not Upheld</i></b>	<b><i>Total</i></b>	<b><i>% upheld</i></b>
<b>Stage 1 - Frontline resolution</b>	2	5	<b>7</b>	<b>28.5%</b>
<b>Stage 2 - Investigation</b>	0	1	<b>1</b>	<b>0%</b>
<b>Escalated Complaints</b>	0	4	<b>4</b>	<b>0%</b>
<b>Total</b>	<b>2</b>	<b>10</b>	<b>12</b>	

### ***Timescales***

7. The timescales to close complaints are:

- 5 working days at stage 1
- 20 working days at stage 2
- 20 working days for 'escalated complaints'.

8. Table 3 provides illustrates our performance in relation to timescales.

<b>Timescales</b>	<b><i>Met timescale (cases)</i></b>	<b><i>Did not meet timescale (cases)</i></b>	<b><i>Total number of working days</i></b>	<b><i>Average time in working days to close</i></b>
<b>Stage 1 - Frontline resolution</b>	6	1	<b>23</b>	<b>3.3</b>
<b>Stage 2 - Investigation</b>	0	1	<b>23</b>	<b>23</b>
<b>Escalated Complaints</b>	4	0	<b>57</b>	<b>14.3</b>
<b>Total</b>	<b>10</b>	<b>2</b>		

### **Summary of complaints outcomes and service failures**

9. In Q2 we (partially) upheld two service complaints.

#### **Case 1 - 201705994**

10. We upheld a complaint in relation to the customer service standard of 'Handling information'. We failed to ensure our record-keeping was accurate, as the investigation found that the complainants correspondence was overlooked for several months. We provided an apology, and the complaints reviewer created spreadsheet to track and log all correspondence they receive.

**Case 2 - 201700707**

11. We upheld a complaint in relation to the customer service standard of 'Timeliness'. There was an avoidable delay in allocating the case and a delay in requesting further advice in relation to the review request. We apologised to the customer.

**Independent Customer Complaints Reviewer (ICCR)**

12. During Q2 we received no cases from the ICCR.

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**Next steps**

13. This report has been prepared to update the Leadership Team, the Casework Performance Meeting and the Service Improvement Group. Its findings are also shared with staff and made available online.

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