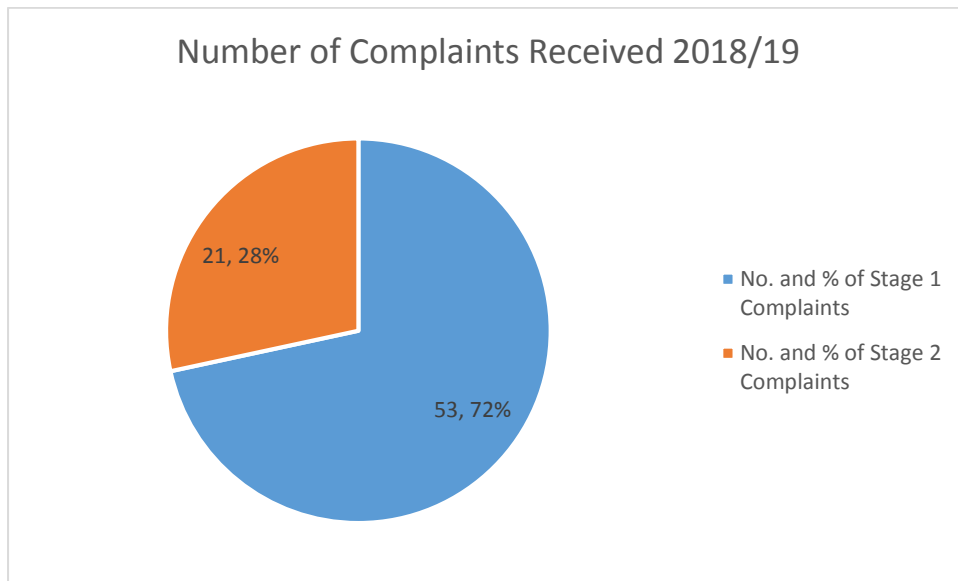
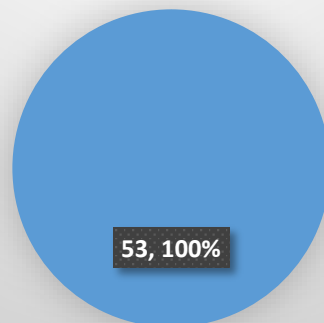


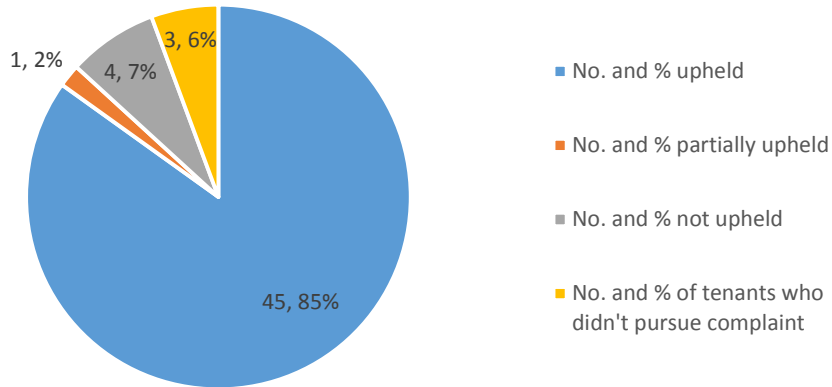
Complaints Received 2018/19



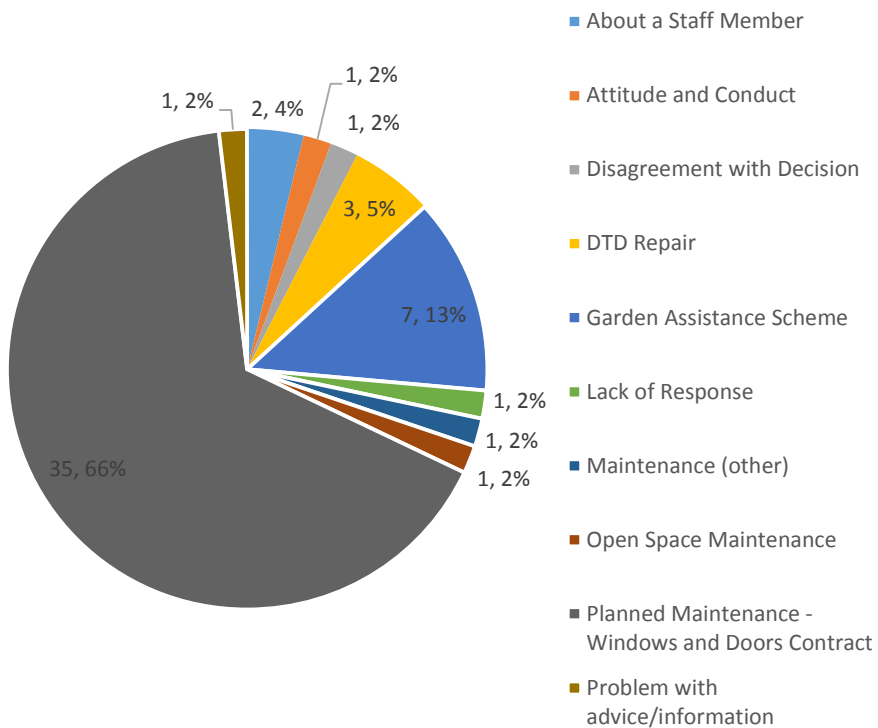
No. and % of Stage 1 Complaints fully responded to within SPSO timescales (5 working days)



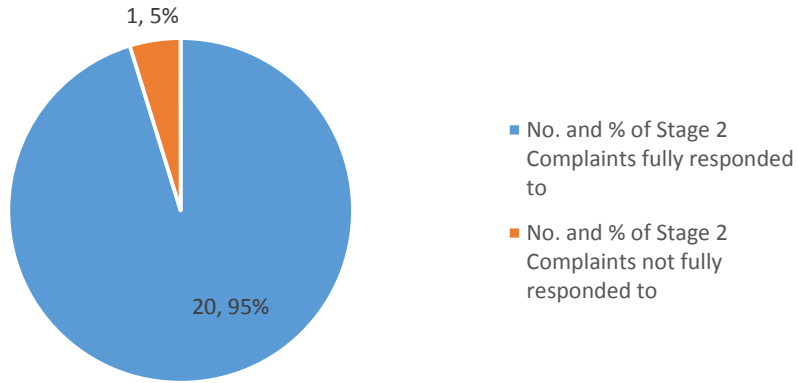
Outcome of Stage 1 Complaints



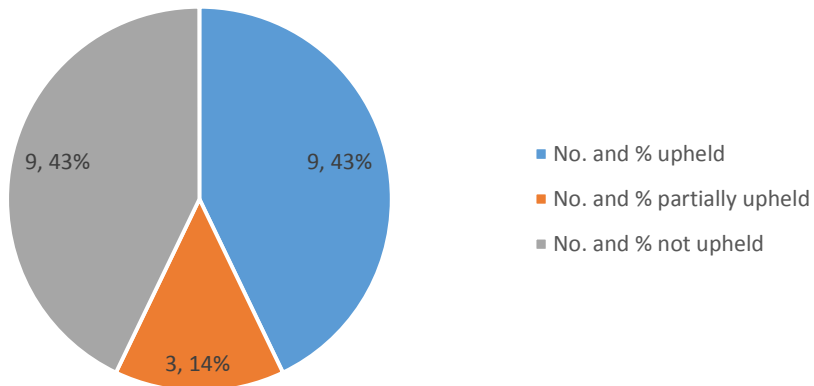
Stage 1 - Reasons for Complaints

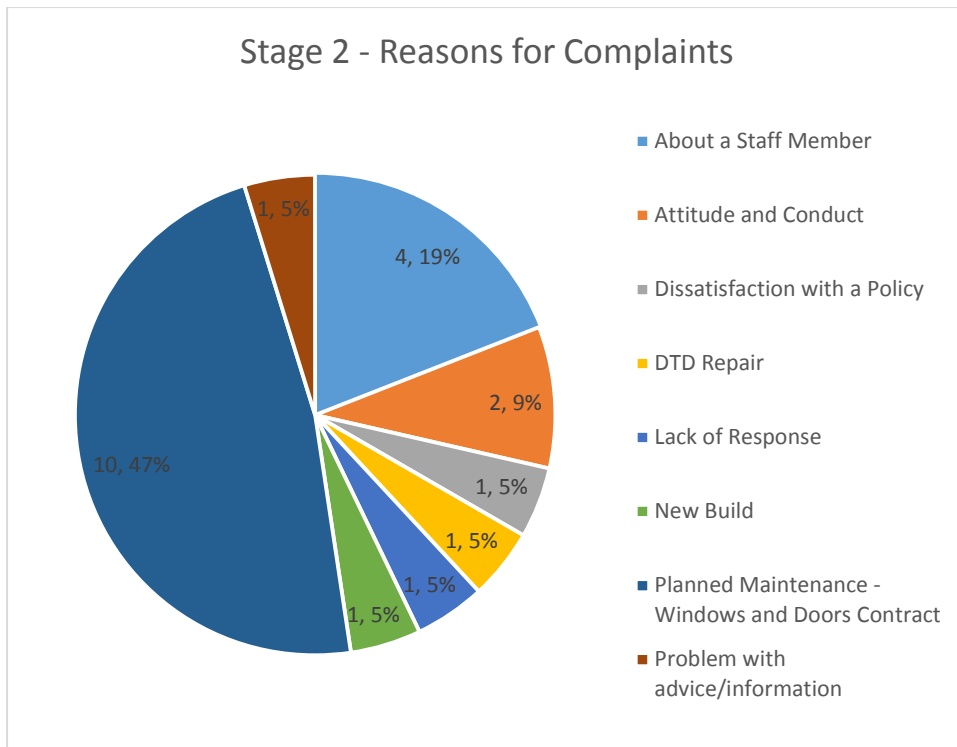


No. and % of Stage 2 Complaints responded to within SPSO timescale (20 working days)



Outcome of Stage 2 Complaints





Lessons learned and changes made...

In the majority of cases the complaints did not provide an opportunity to improve our service beyond taking the issues up with the contractors in an effort to ensure the failures are not repeated, with the following exceptions:

- one case resulted in procedures being changed in terms of acknowledgement of emails.
- Two complaints resulted in staff being reminded of procedures and/or the procedures being tightened up