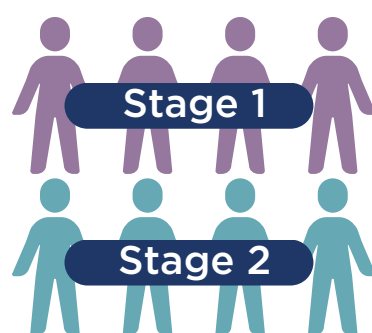


Customer Service Complaints Review 2023

Method

Eight closed cases were randomly selected for review

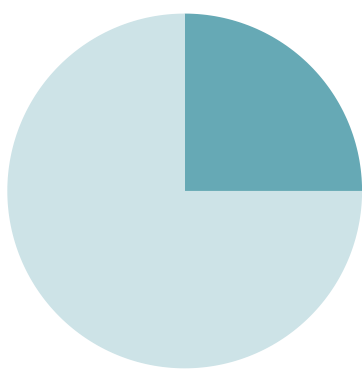
- Four stage 1 decisions
- Four stage 2 decisions



Response times

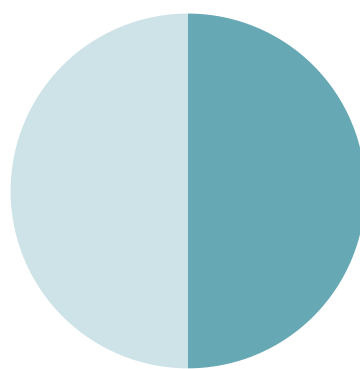
One complaint response was over a month late and an apology was issued

Uphold rates



Stage 1

25% of cases reviewed were fully or partially upheld



Stage 2

50% of cases reviewed were fully or partially upheld

Subjects

The most common type of upheld complaint was about timeliness of communication



Feedback

“The standard of the letter and email writing was excellent.

All the issues were set out clearly, the reasoning of the SPSO was clear and a sympathetic tone was struck where this was appropriate. “

Learning points

Consider monitoring response times from external advisers to ensure timely responses

