

# Customer Service Complaints Report

## 2024-25 Quarter 3

<b>Meeting Date</b>	13 <sup>th</sup> of February 2025
<b>Meeting name</b>	LT Governance Meeting
<b>LT Responsible person</b>	Head of Improvement, Standards and Engagement
<b>Dashboard link</b>	<a href="#">250101 Customer Service Complaints Dashboard Q3 2024-25 details - Objective</a>
<b>Linked reports</b>	
<b>Outcomes sought</b>	<ol style="list-style-type: none"><li>1. Noting quarterly statistics: <u>Statistics – 2024-25 Q3</u></li><li>2. Note findings, learning and improvement actions taken: <u>Findings, learning and actions</u></li><li>3. Noting the future development and actions taken: <u>Future development and actions</u></li></ol>
<b>Executive summary</b>	<ol style="list-style-type: none"><li>1. In total, we received 15 cases and closed 19. This gives us a higher closing rate of 127% compared to previous quarters (Q2: 86% and Q1: 108%).</li><li>2. Two stage 2 cases were open for 38 days, 19 days over the target of 20 working days.</li><li>3. A significant increase in time spent on stage 3 cases was observed. The total time for stage 3 was 8 times that in Q2.</li><li>4. 40% of cases were partially or fully upheld. None of the stage 3 cases were upheld.</li><li>5. The subjects upheld most often was communication – timeliness. It was all upheld three out of five occasions.</li><li>6. No learning and improvement recommendations were recorded.</li></ol>

1. This Customer Service Complaints (CSCs) performance report provides a summary of CSCs received and responded to by the SPSO in the previous quarter, including a summary of outcomes, trends, actions and key learning for SPSO, to promote continuous improvement of our service.

## Statistics – 2024-25 Q3

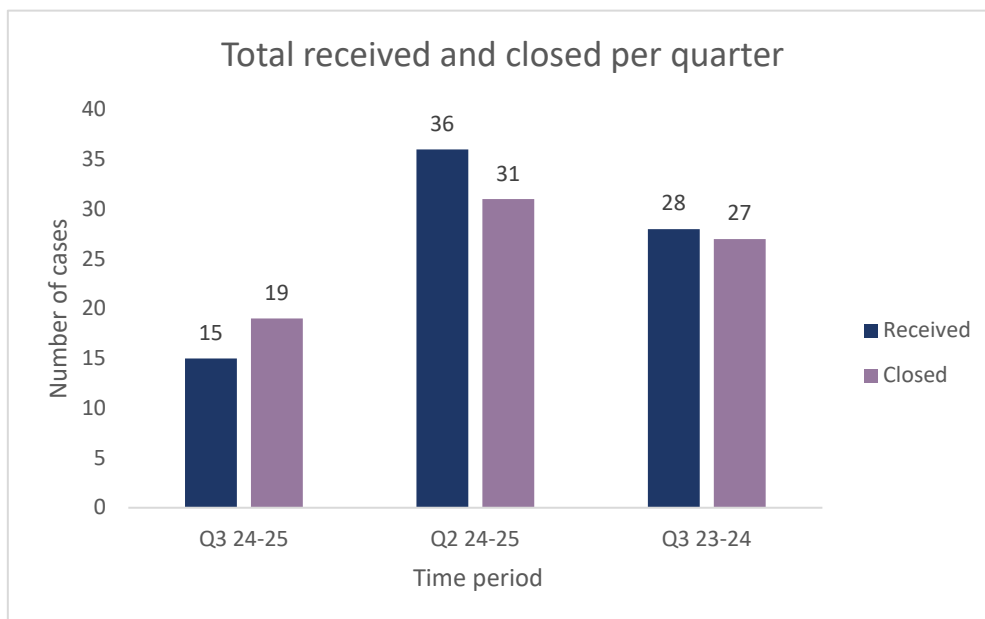
2. The table below shows the total received and closed cases in Q3 of 2024-2025. These are split by stage 1, stage 2 and stage 3. Stage 2 cases are further separated into cases that were escalated from stage 1 to stage 2, and cases that surpassed stage 1 and escalated directly to stage 2.

Q3 headlines:

- At stage 1; we received 10 cases and closed 10 cases
- At stage 2; including both stage 2 escalated and direct cases, we received 4 cases and closed 4 cases
- At stage 3; we received 1 case and we closed 5 cases

Customer Service Complaints	Received	Closed
Stage 1 - Frontline resolution	10	10
Stage 2 - Direct to stage 2	1	3
Stage 2 - Escalated from S1 to S2	3	1
Stage 3 - Independent Review	1	5
<b>SPSO Total</b>	<b>15</b>	<b>19</b>

3. A comparison of the current quarter, the previous quarter and the same quarter last year:



- Q3 2024/2025: closed 127% of cases received
- Q2 2024/2025: closed 86% of cases received
- Q3 2023/2024: closed 96% of cases received

## Timescales

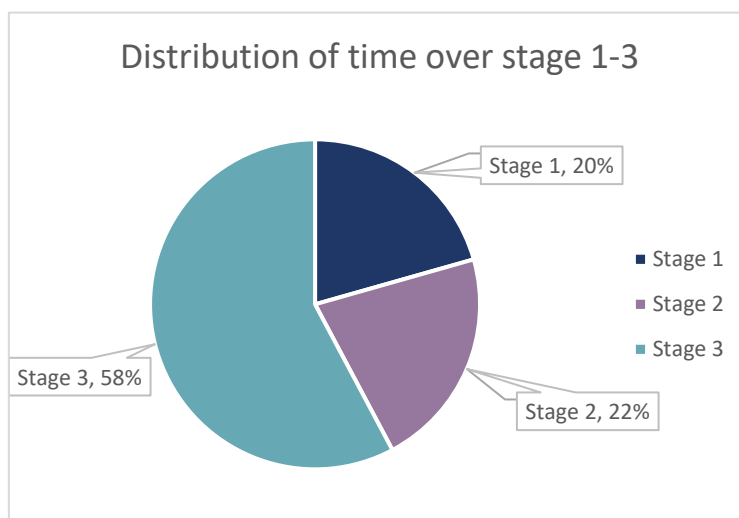
4. The timescales by which we measure our performance against the requirements of the complaints procedure are:
- 5 working days at stage 1
  - 20 working days at stage 2
  - 40 working days for independent review
5. The table below summarises the average timescales in working days to close service complaints at each stage, how many were closed on time and how many missed the target during Q3. Stage 3 cases took the longest time on average (23 working days) to close. Two cases at stage 2 missed the 20 working days target.

Average timescales	Average	On Time	Missed	Oldest Case
Stage 1	4	8	2	9
Stage 2	18	4	0	19
Stage 3 - Independent Review	23	5	0	29

6. The table below shows the time that all SPSO staff spent on the customer service complaints closed during Q3 for stages 1 and 2. The stage 3 time relates only to time spent by the Independent Customer Service Complaints Reviewer (ICSCR) on complaints at stage 3 up to January 2025.

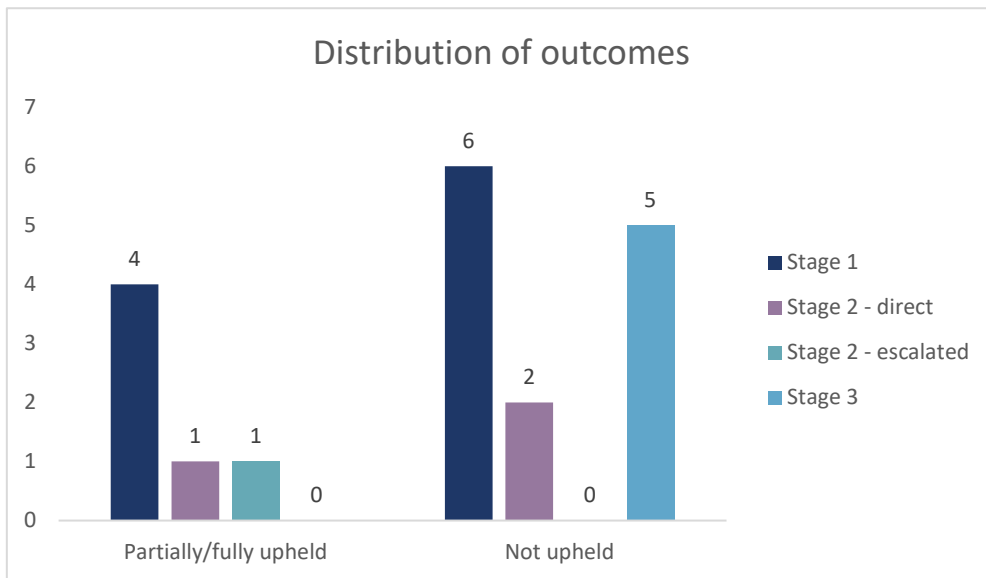
Stage	Total Time	Average Time	Range of Time
Stage 1	915	92	15-180
Stage 2	960	240	180-300
Stage 3 - Independent Review	2565	513	270-880
<b>Total</b>	<b>4440</b>		

- The total time spent on stage 2 cases is almost half the time spent on stage 2 last quarter
- The total time spent on stage 3 is 8 times the time that was spent on stage 3 cases in the previous quarter
- Time spent on stage 3 admin is not included in this table but accounts for 60 minutes



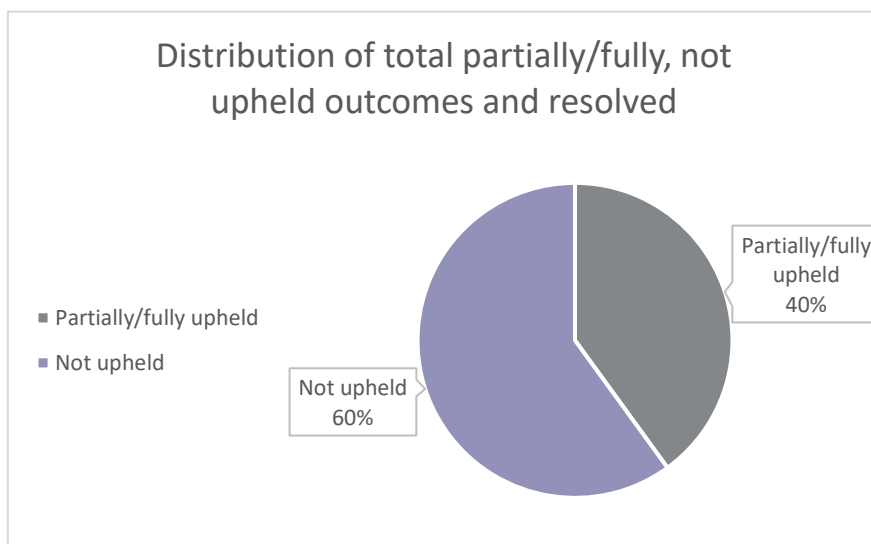
## Outcomes and subject analysis

7. The number of service complaints remains very low in relation to the overall volumes of customer transactions delivered by SPSO each year. Nevertheless, upheld service complaints (and in some cases, not upheld service complaints) demonstrate that we take these complaints seriously and acknowledge when something goes wrong. The outcomes of these complaints help us to learn when things go wrong, so that we may improve our service provision in the future.
8. The table below covers complaints where a decision has been reached, or a resolution agreed. This does not include cases which were withdrawn. Note: resolved complaints are not included in the upheld calculation rate.



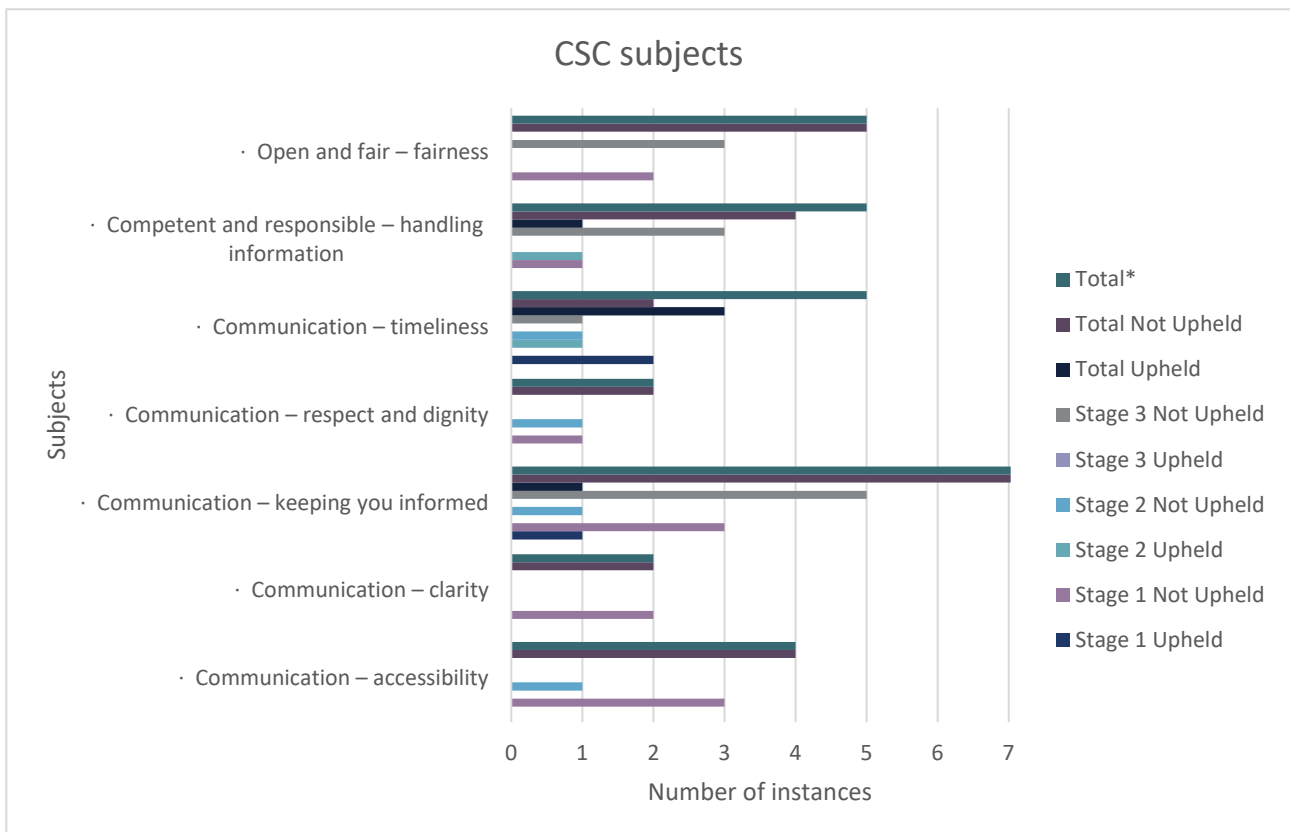
- 40% of complaints were partially or fully upheld
- 33% of the partially or fully upheld cases were direct stage 2
- There was only one escalated stage 2 complaint which was partially or fully upheld
- None of the stage 3 complaints were partially or fully upheld

9. Highlights Q3 24/25:



- 60% of the outcomes across all stages were not upheld compared to 71% in Q2
- 40% of the outcomes across all three stages were partially or fully upheld
- Out of the 40% of complaints that were partially or fully upheld, 67% of the upheld complaints were at stage 1

- The table below has been produced to illustrate the subjects which appear most frequently in Customer Service Complaints, and at which stage and their outcome.
- There is some merit in considering the areas which appear most frequently in the subjects of complaints:



**a. Communication – timeliness**

3 out of 5 cases within this service standard were upheld/some upheld.

**b. Communication – keeping you informed**

1 out of 9 cases within this service standard were upheld/some upheld.

**c. Open and fair - fairness**

0 out of 5 cases within this service standard were upheld/some upheld.

12. The subjects upheld most often was communication – timeliness. These were all upheld on three occasions each.

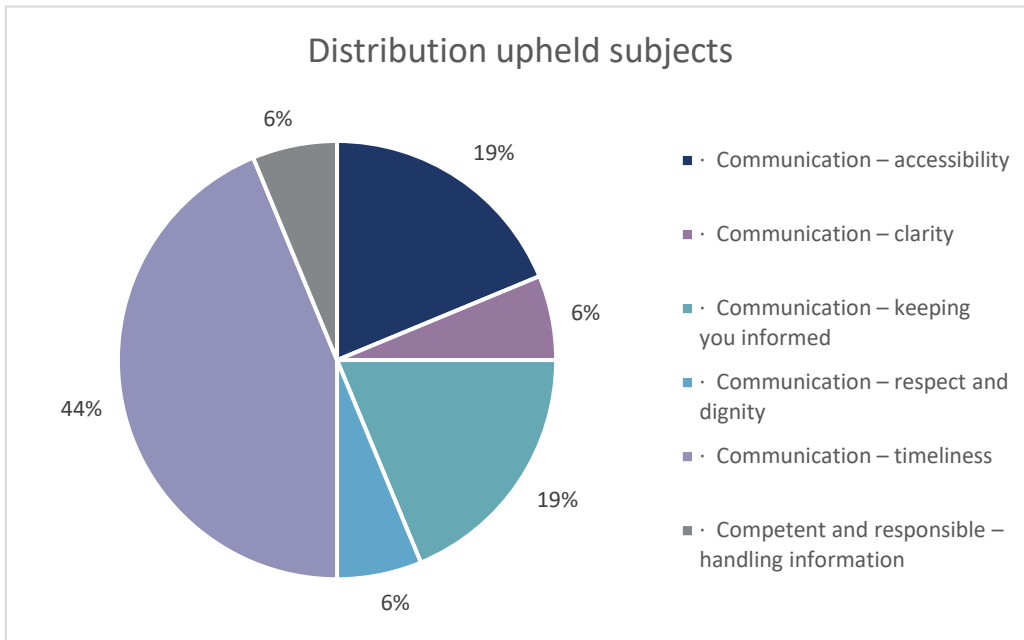


TABLE OF SUBJECTS, arranged by total frequency, and then by most upheld complaints	Stage 1 Upheld	Stage 1 Not Upheld	Stage 2 Upheld	Stage 2 Not Upheld	Stage 3 Upheld	Stage 3 Not Upheld	Total Upheld	Total Not Upheld	Total*
Communication – accessibility	0	3	0	1	0	0	0	4	4
Communication – clarity	0	2	0	0	0	0	0	2	2
Communication – keeping you informed	1	3	0	1	0	5	1	9	10
Communication – respect and dignity	0	1	0	1	0	0	0	2	2
Communication – timeliness	2	0	1	1	0	1	3	2	5
Communication – understanding	0	0	0	0	0	1	0	1	1
Competent and responsible – ensuring impact	1	0	0	0	0	0	1	0	1
Competent and responsible – expertise	0	2	0	0	0	0	0	2	2
Competent and responsible – explaining our scope	0	0	0	0	0	0	0	0	0
Competent and responsible – handling information	0	1	1	0	0	3	1	4	5
Competent and responsible – putting things right	0	0	0	0	0	0	0	0	0
Competent and responsible – reaching sound outcomes	0	0	0	0	0	0	0	0	0
Open and fair – fairness	0	2	0	0	0	3	0	5	5
Open and fair – impartiality and independence	0	0	0	0	0	0	0	0	0
Open and fair – transparency	0	0	0	0	0	0	0	0	0

Most cases have multiple subjects recorded; **this will therefore not add up to the total of CSC cases for this reporting period**

## Findings, learning and actions

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13. No learning and improvement recommendations and no other actions, aside from apologies, were recorded this quarter.

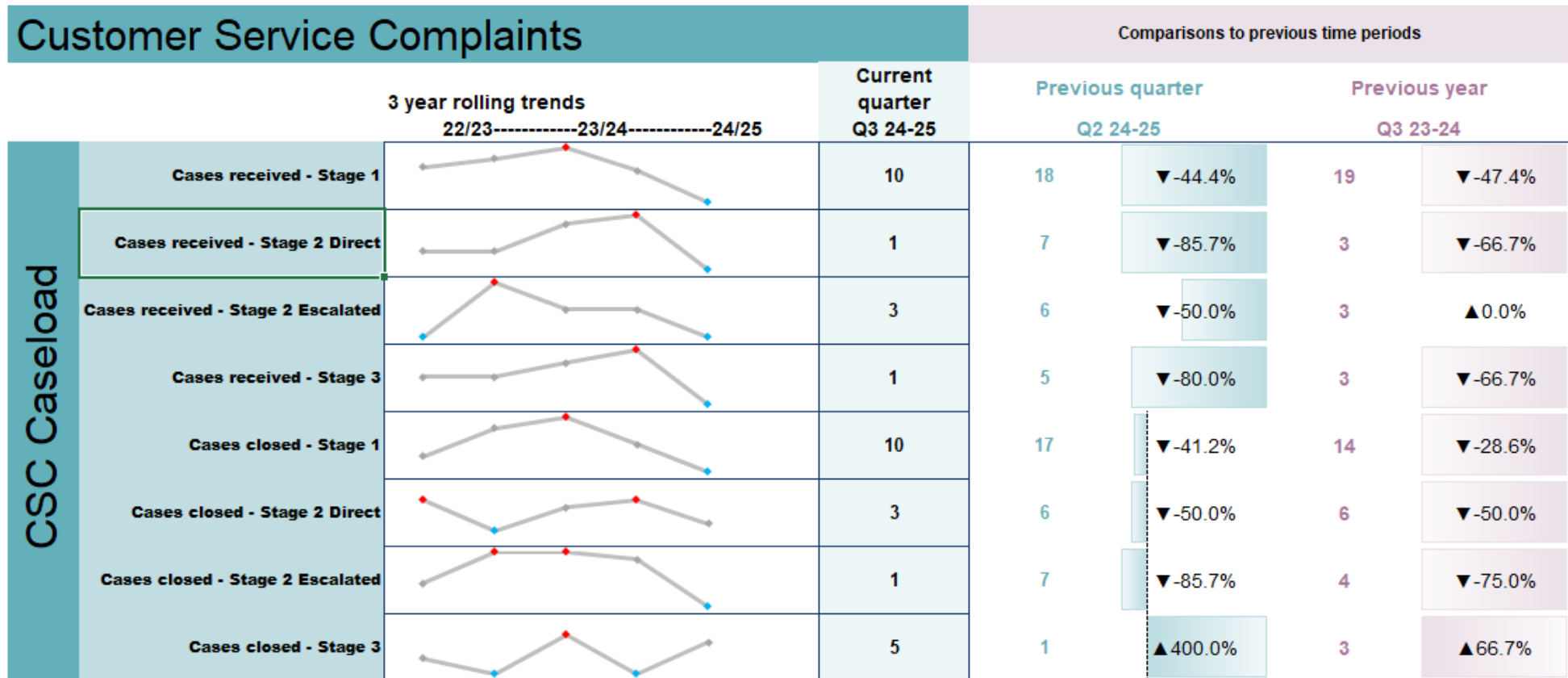
## Future development and actions

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14. We are still waiting on updates to reporting fields on Workpro for CSCs to allow more accurate reporting on learning following on from analysis and development of CSC quarterly reports.



## Appendix 1: CSC Caseload Dashboard



Highest points highlighted in red  
Lowest points highlighted in blue

## Appendix 2: Standards and guidance

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15. We publish this report to help ensure transparency in our complaints handling and to demonstrate to our customers that complaints can, and do influence our service. We also publish, on an annual basis, more detailed information on our performance in handling complaints. Published reports can be read here: [Service standards performance | SPSO](#)
16. Customer Service Complaints are made when a complainant feels we have not met our customer service standards. The standards that are covered by this process can be read here: [Our customer service standards | SPSO](#)
17. CSCs are recorded and tracked on SPSO's case management system and we publish the outcome of complaints and the actions we have taken in response. We monitor and analyse CSCs for trend information to ensure that we identify areas where our service could be improved and take appropriate action.
18. CSCs may be closed at different stages of the procedure:
  - **Stage 1 - Frontline Resolution** refers to complaints closed at stage 1 of the procedure, with no escalation to the next stage
  - **Stage 2 - Investigation** refers to complaints handled and closed directly at stage 2 of the procedure (Frontline Resolution was not attempted)
  - **Stage 2 - Escalated Complaints** refers to complaints handled at Stage 1 and subsequently escalated to, and closed at stage 2.
  - **Stage 3 - Independent Review** is when the SPSO procedure has been completed and our final decision has been issued, but the service user remains unhappy with our response or the way we have handled the complaint. At that point, the service user can ask our Independent Customer Service Complaints Reviewer (ICSCR) to consider it. The ICSCR provides an annual report on these complaints and it is published on our website here: [Service standards performance | SPSO](#)