

# Customer Complaints Policy

## **Introduction**

Skills Development Scotland is a national organisation providing information, advice, guidance and support for skills and lifelong learning. We work with partners to help to create opportunities for individuals and employers. We strive to operate to the highest possible standards and to demonstrate maximum transparency for each and every one of our customers.

## **Our commitment**

We take all feedback from our customers seriously. Should you wish to complain we are committed to responding to you fairly and quickly. Any complaints raised by you will be acknowledged and we will do our utmost to put things right. It is important to us that we are an organisation you can trust.

### **1. How we define a complaint**

We define a customer complaint as

'An expression of dissatisfaction by one or more members of the public about SDS's action or lack of action, or about the standard of service provided by or on behalf of the SDS'

### **2. Making a complaint**

Whether you are an individual or a business, we recognise that from time to time things may go wrong and we encourage you to highlight to us any concerns that you may have.

We've got a team of people with the freedom to fix problems and a commitment to deliver high quality services. Just tell us what's happened and we'll look into it for you.

You may lodge a complaint either verbally, online, by email or by writing to us at:

Customer Services Team  
Skills Development Scotland  
PO Box 27131  
Glasgow  
G2 9LJ  
Email: [Complaints@sds.co.uk](mailto:Complaints@sds.co.uk)  
Visit: <http://www.skillsdevelopmentscotland.co.uk/complaints/>

### **What you'll need to tell us**

- Your contact details (name, address and contact telephone number/email address)
- What's gone wrong
- What you want us to do to put things right

### **What we'll do with your complaint**

- We'll get it to the right person
- We'll be in touch with you as soon as we can and let you know what will happen next
- We will treat your complaint fairly

And when we've dealt with your complaint, we'll go back and see what we can learn from your experience.

### **3. Our procedures and processes for handling complaints**

Our intention is to resolve as many complaints as we can as early as possible by dealing swiftly and helpfully with complaints when they are raised. Where that does not prove possible we have a clear escalation process for dealing with your complaint. This is as follows:

#### **Stage 1 –Complaint**

If you raise a complaint: we will seek to resolve it at the earliest opportunity. Wherever possible we will seek to resolve complaints by telephone to provide customers with a quick and proactive outcome.

#### **Stage 2 – Complaints Investigation**

If you are not satisfied with the response to your complaint, you can refer it as a complaints appeal to be investigated by our Customer Services Team. They can be contacted in writing at the complaints address or by email at [Complaints@sds.co.uk](mailto:Complaints@sds.co.uk)

#### **Stage 3 – External Review of a Complaint**

If you are not satisfied with the outcome of the investigation, you may choose to refer the complaint to the Scottish Public Services Ombudsman (SPSO). You may choose to request the SPSO's details at any stage of the process and we will provide these upon request.

### **4. Response times**

Our response times for dealing with your complaint are as follows:

We will aim to provide a suitable response within 5 working days of receipt of your complaint

Where it will take us longer than 5 working days to respond with a resolution, we will contact you to explain the reasons for the additional time required and will discuss what may be a reasonable timescale for conclusion.

### **5. Review of Policy**

SDS will commit to reviewing this procedure at least every two years or at times of significant legislative or organisational changes.

## **6. Customer Comments**

Have you been pleased with the service we have provided? Please let us have your feedback and comments.

Handling complaints effectively is very important to us. It's also very helpful to us to know when we have delivered a good quality service to our customers.

Hearing about where you've really appreciated what we've done is as important to us as hearing about where things have not gone well - we can learn a lot from both.

Please tell us when and how we have delivered a good quality service at  
Feedback@sds.co.uk