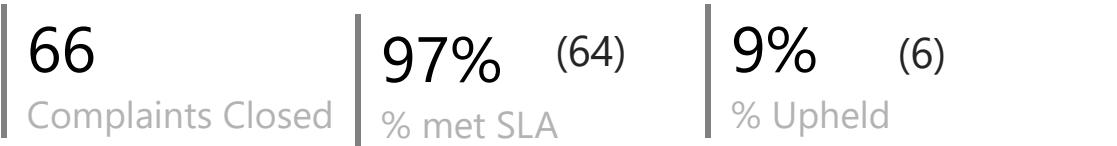




SDS Complaints - 2024-25 Summary

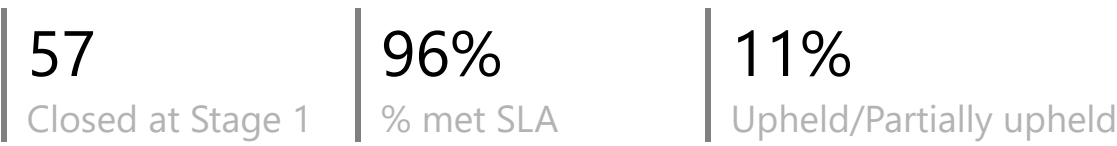
All Complaint Information

66 customer complaints were received by SDS in 2024-25.

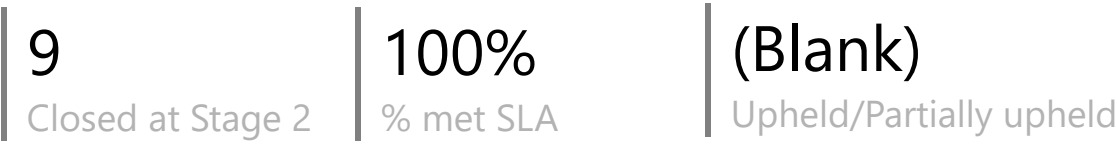


Complaints by Stage

Stage 1 Complaints



Stage 2 Complaints



Complaints by Business Area

BusinessArea	Total Complaints	% Closed Stage 1	% Closed Stage 2
STEM Bursary	1	100%	
SDS Websites	7	100%	
PACE	2	100%	
Other	2	100%	
Modern Apprenticeships	24	75%	25%
Individual Training Accounts	2	100%	
Foundation Apprenticeships	4	75%	25%
Contact Centre	2	50%	50%
Careers Service - West	9	100%	
Careers Service - South West	5	100%	
Careers Service - South East	2	100%	
Careers Service - North East	2	50%	50%
Careers Service - North	1	100%	
Careers Service	3	100%	
Total	66	86%	14%