

SDS Complaints - 2024-25 Summary

All Complaint Information

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

<p>66 Complaints Closed</p>	<p>97% (64) % met SLA</p>	<p>9% (6) % Upheld</p>
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Complaints by Stage

Stage 1 Complaints

<p>57 Closed at Stage 1</p>	<p>96% % met SLA</p>	<p>11% Upheld/Partially upheld</p>
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Stage 2 Complaints

<p>9 Closed at Stage 2</p>	<p>100% % met SLA</p>	<p>(Blank) Upheld/Partially upheld</p>
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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%