

SDS Complaints - 2019-20 Summary

All Complaint Information

124 Customer complaints were received by SDS in 2019-20.

124

Complaints Closed

86% (107)

% met SLA

44% (55)

% Upheld

Complaints by Stage

Stage 1 Complaints

112

Closed at Stage 1

87%

% met SLA

46%

Upheld/Partially upheld

Stage 2 Complaints

12

Closed at Stage 2

83%

% met SLA

33%

Upheld/Partially Upheld

Complaints by Business Area

BusinessArea	Total Complaints	% Closed Stage 1	% Closed Stage 2
Transition Training Fund	6	83%	17%
SDS Websites	5	80%	20%
Other	15	87%	13%
Modern Apprenticeships	33	88%	12%
Marketing and Communications	3	100%	
Individual Training Accounts	29	90%	10%
HR and Recruitment	3	100%	
Foundation Apprenticeships	8	100%	
Employer Services	1	100%	
Employability Fund	6	83%	17%
Contact Centre	3	100%	
Careers Service - West	8	100%	
Careers Service - South West	1	100%	
Careers Service - South East	2	100%	
Careers Service - North East	1	100%	
Total	124	90%	10%