

SDS Complaints - 2023-24 Summary

All Complaint Information

102 customer complaints were received by SDS in 2023-24

102	100% (102)	18% (18)
Complaints Closed	% met SLA	% Upheld

Complaints by Stage

Stage 1 Complaints

85	100%	16%
Closed at Stage 1	% met SLA	Upheld/Partially upheld

Stage 2 Complaints

17	100%	24%
Closed at Stage 2	% met SLA	Upheld/Partially upheld

Complaints by Business Area

BusinessArea	Total Complaints	% Closed Stage 1	% Closed Stage 2
STEM Bursary	2	50%	50%
SDS Websites	6	100%	
PACE	2	100%	
Other	3	100%	
Modern Apprenticeships	29	79%	21%
Marketing and Communications	4	100%	
Individual Training Accounts	12	83%	17%
HR and Recruitment	2	100%	
Graduate Apprenticeships	6	83%	17%
Foundation Apprenticeships	1		100%
Employer Services	1	100%	
EIS Test	1	100%	
Contact Centre	2	50%	50%
Careers Service - West	6	83%	17%
Careers Service - South West	6	83%	17%
Careers Service - South East	5	80%	20%
Careers Service - North East	9	78%	22%
Careers Service	5	100%	
Total	102	83%	17%