

# SDS Complaints - 2020-21 Summary

## All Complaint Information

75 customer complaints were received by SDS in 2020-21

<b>75</b> Complaints Closed	<b>93%</b> (70) % met SLA	<b>47%</b> (35) % Upheld
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## Complaints by Stage

### Stage 1 Complaints

<b>61</b> Closed at Stage 1	<b>93%</b> % met SLA	<b>48%</b> Upheld/Partially upheld
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### Stage 2 Complaints

<b>14</b> Closed at Stage 2	<b>93%</b> % met SLA	<b>43%</b> Upheld/Partially upheld
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## Complaints by Business Area

BusinessArea	Total Complaints	% Closed Stage 1	% Closed Stage 2
Transition Training Fund	2		100%
STEM Bursary	4	50%	50%
SDS Websites	8	100%	
Other	2	100%	
National Transition Training Fund	2	50%	50%
Modern Apprenticeships	28	75%	25%
Marketing and Communications	2	100%	
Individual Training Accounts	10	90%	10%
HR and Recruitment	1	100%	
Foundation Apprenticeships	5	100%	
Employability Fund	3	100%	
Contact Centre	3	100%	
Careers Service - West	1	100%	
Careers Service - South West	2	100%	
Careers Service - South East	1		100%
Careers Service - North	1	100%	
<b>Total</b>	<b>75</b>	<b>81%</b>	<b>19%</b>