

SDS Complaints - 2022-23 Summary

All Complaint Information

76 customer complaints were received by SDS in 2022-23

76	96% (73)	14% (11)
Complaints Closed	% met SLA	% Upheld

Complaints by Stage

Stage 1 Complaints

67	99%	16%
Closed at Stage 1	% met SLA	Upheld/Partially upheld

Stage 2 Complaints

9	78%	(Blank)
Closed at Stage 2	% met SLA	Upheld/Partially upheld

Complaints by Business Area

BusinessArea	Total Complaints	% Closed Stage 1	% Closed Stage 2
SDS Websites	3	100%	
Other	4	75%	25%
Modern Apprenticeships	33	82%	18%
Marketing and Communications	1	100%	
Individual Training Accounts	15	93%	7%
HR and Recruitment	1	100%	
Graduate Apprenticeships	1	100%	
Foundation Apprenticeships	1	100%	
Employer Services	1		100%
Contact Centre	1	100%	
Careers Service - West	4	100%	
Careers Service - South West	3	100%	
Careers Service - South East	5	100%	
Careers Service - North East	2	100%	
Careers Service	1	100%	
Total	76	88%	12%