

SDS Complaints - 2021-22 Summary

All Complaint Information

178 customer complaints were received by SDS in 2021-22

178 Complaints Closed	99% (176) % met SLA	23% (41) % Upheld
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Complaints by Stage

Stage 1 Complaints

162 Closed at Stage 1	99% % met SLA	23% Upheld/Partially upheld
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Stage 2 Complaints

16 Closed at Stage 2	100% % met SLA	25% Upheld/Partially upheld
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Complaints by Business Area

BusinessArea	Total Complaints	% Closed Stage 1	% Closed Stage 2
STEM Bursary	5	80%	20%
SDS Websites	3	100%	
Other	7	86%	14%
National Transition Training Fund	5	60%	40%
Modern Apprenticeships	126	93%	7%
Marketing and Communications	4	100%	
Individual Training Accounts	9	89%	11%
HR and Recruitment	1	100%	
Graduate Apprenticeships	6	83%	17%
Foundation Apprenticeships	1	100%	
Employer Services	1	100%	
Employability Fund	3	100%	
Contact Centre	1	100%	
Careers Service - West	3	100%	
Careers Service - South West	1	100%	
Careers Service - South East	1		100%
Careers Service	1	100%	
Total	178	91%	9%