



Teachers



NHS



Firefighters



Police

NHS Complaints Report - 2016 / 2017



		Aspect of service complained about		Area of Complaint	
		Error	8	Awards	14
		Over Payment	2	Finance	0
		Policy	1	Payroll	5
		Response Time	7	Service	22
Outwith Target		Standard of Service	25	Transfers	2
4		Other	5	My Pension Online	2
				Other	3

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	40	Not Upheld	19	Not Upheld	5
Stage 2 -	8	Partly Upheld	8	Partly Upheld	1
		Upheld	13	Upheld	2

Our complaints handling procedure reflects SPPAs commitment to serving the public. It seeks to resolve issues at the point of service delivery, and where necessary to conduct thorough, impartial and fair investigations of complaints. For further information on the process and our targets, please read our [Guide to Complaints](#).

Stage 1 - Frontline resolution

We aim to resolve complaints quickly. This could mean an on the spot apology and explanation if something has clearly gone wrong. We will, where possible, take immediate action to resolve the issue.

Stage 2 – Investigation

Investigation deals with two types of complaint - those that have not been resolved at frontline, and those that are complex and require detailed investigation.

Teachers' Complaints Report - 2016 / 2017



Aspect of service complained about

Area of Complaint

Error	4	Awards	11
Over Payment	2	Finance	0
Policy	1	Payroll	5
Response Time	6	Service	23
Standard of Service	26	Transfers	1
Other	2	My Pension Online	0
		Other	1

Outwith Target

3

Stage complaint dealt with

Stage 1 Outcome

Stage 2 Outcome

Stage 1 -	36	Not Upheld	8	Not Upheld	2
Stage 2 -	5	Partly Upheld	8	Partly Upheld	0
		Upheld	20	Upheld	3

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Police Complaints Report - 2016 / 2017



		Aspect of service complained about		Area of Complaint	
		Error	3	Awards	15
		Over Payment	2	Finance	0
		Policy	1	Payroll	4
		Response Time	3	Service	28
Outwith Target		Standard of Service	39	Transfers	1
12		Other	1	Other	1

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	46	Not Upheld	30	Not Upheld	2
Stage 2 -	3	Partly Upheld	9	Partly Upheld	0
		Upheld	7	Upheld	1

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Firefighters' Complaints Report - 2016 / 2017



		Aspect of service complained about		Area of Complaint	
		Error	0	Awards	2
		Over Payment	0	Finance	0
		Policy	0	Payroll	0
		Response Time	2	Service	4
Outwith Target		Standard of Service	4	Transfers	0
0		Other	1	Other	1

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	6	Not Upheld	1	Not Upheld	0
Stage 2 -	1	Partly Upheld	2	Partly Upheld	0
		Upheld	3	Upheld	1

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