



Teachers



NHS



Firefighters



Police

NHS Complaints Report - 2017 / 2018



		Aspect of service complained about		Area of Complaint	
		Error	4	Awards	12
		Over Payment	3	Finance	1
		Policy	0	Payroll	4
		Response Time	6	Service	17
Outwith Target		Standard of Service	23	Transfers	2
4		Other	4	My Pension Online	1
				Policy	1
				Other	2

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	30	Disagreed with member	14	Disagreed with member	4
Stage 2 -	10	Partly agreed with member	4	Partly agreed with member	1
		Agreed with member	12	Agreed with member	5

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 - 2017 / 2018



Outwith Target

5

Aspect of service complained about		Area of Complaint	
Error	4	Awards	15
Over Payment	6	Finance	1
Policy	1	Payroll	4
Response Time	2	Service	8
Standard of Service	17	Transfers	0
Other	2	My Pension Online	0
		Policy	0
		Other	4

Stage complaint dealt with

Stage 1 Outcome

Stage 2 Outcome

Stage 1 -	28	Disagreed with member	9	Disagreed with member	1
Stage 2 -	4	Partly agreed with member	6	Partly agreed with member	0
		Agreed with member	13	Agreed with member	3

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.

Police Complaints Report - 2017 / 2018



Outwith Target

0

Aspect of service complained about		Area of Complaint	
Error	1	Awards	4
Over Payment	1	Finance	1
Policy	0	Payroll	4
Response Time	4	Service	4
Standard of Service	7	Transfers	2
Other	2	Policy	0

Other	0
-------	---

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	13	Disagreed with member	6	Disagreed with member	2
Stage 2 -	2	Partly agreed with member	3	Partly agreed with member	0
		Agreed with member	4	Agreed with member	0

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.

Firefighters' Complaints Report - 2017 / 2018



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

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	4	Disagreed with member	2	Disagreed with member	1
Stage 2 -	1	Partly agreed with member	0	Partly agreed with member	0
		Agreed with member	2	Agreed with member	0

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.