



Teachers



NHS



Firefighters



Police

NHS Complaints Report - 2014 / 2015



		Aspect of service complained about		Area of Complaint	
		Error	10	Awards	11
		Over Payment	2	Finance	1
		Policy	3	Payroll	5
		Response Time	11	Service	22
Outwith Target		Standard of Service	19	Transfer	7
2		Other	5	Other	4

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	41	Not Upheld	19	Not Upheld	4
Stage 2 -	9	Partly Upheld	9	Partly Upheld	1
		Upheld	13	Upheld	4

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 - 2014 / 2015



Aspect of service complained about		Area of Complaint	
Error	4	Awards	23
Over Payment	5	Finance	3
Policy	3	Payroll	3
Response Time	9	Service	9
Standard of Service	21	Transfer	6
Other	4	Other	2

Outwith Target

1

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	44	Not Upheld	19	Not Upheld	2
Stage 2 -	2	Partly Upheld	9	Partly Upheld	0
		Upheld	13	Upheld	0

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Police Complaints Report - 2014 / 2015



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

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

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Firefighters' Complaints Report - 2014 / 2015



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

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

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