



Teachers



NHS



Firefighters



Police

# NHS Complaints Report - 2015 / 2016



		Aspect of service complained about		Area of Complaint	
		Error	11	Awards	28
		Over Payment	2	Finance	0
		Policy	2	Payroll	2
		Response Time	9	Service	19
<b>Outwith Target</b>		Standard of Service	40	Transfers	10
7		Other	2	Other	7

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	61	Not Upheld	23	Not Upheld	2
Stage 2 -	5	Partly Upheld	8	Partly Upheld	1
		Upheld	30	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 - 2015 / 2016



## Outwith Target

6

Aspect of service complained about		Area of Complaint	
Error	2	Awards	9
Over Payment	3	Finance	0
Policy	0	Payroll	3
Response Time	9	Service	16
Standard of Service	24	Transfers	8
Other	0	Other	2

## Stage complaint dealt with

## Stage 1 Outcome

## Stage 2 Outcome

Stage 1 -	30	Not Upheld	10	Not Upheld	4
Stage 2 -	8	Partly Upheld	5	Partly Upheld	2
		Upheld	15	Upheld	2

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# Police Complaints Report - 2015 / 2016



Aspect of service complained about		Area of Complaint	
Error	2	Awards	8
Over Payment	1	Finance	0
Policy	0	Payroll	4
Response Time	4	Service	2
Standard of Service	9	Transfers	2
Other	4	Other	4

**Outwith Target**

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	18	Not Upheld	7	Not Upheld	0
Stage 2 -	2	Partly Upheld	5	Partly Upheld	1
		Upheld	6	Upheld	1

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# Firefighters' Complaints Report - 2015 / 2016



		Aspect of service complained about		Area of Complaint	
		Error	1	Awards	3
		Over Payment	1	Finance	0
		Policy	2	Payroll	1
		Response Time	1	Service	1
<b>Outwith Target</b>		Standard of Service	2	Transfers	1
0		Other	2	Other	3

Stage complaint dealt with		Stage 1 Outcome		Stage 2 Outcome	
Stage 1 -	7	Not Upheld	5	Not Upheld	2
Stage 2 -	2	Partly Upheld	1	Partly Upheld	0
		Upheld	1	Upheld	0

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