

Customer Feedback, 1st September 2019 to 31st August 2020

Scomis monitors compliments, suggestions and complaints made by customers.

All formal complaints are logged on our Customer Management System and an acknowledgement is sent within 3 working days. We will carry out an investigation within 10 working days or, in complex cases, this may take longer, and we keep the customer informed of the timescale.

Ways to give us feedback

There are a number of ways in which customers can give us feedback:

- Call our Service Desk on 01392 385300
- Email us at scomis@devon.gov.uk
- Complete a Scomis Group Annual Customer Satisfaction Survey
- Write to us at:
Scomis Service Performance
Great Moor House
Bittern Road
EX2 7NL
- Complete our online feedback form on the 'Contact Us' page on our website, which can be found [here](#).
- Informal feedback can be given to your Account Manager

Formal Compliments

Scomis received 8 compliments during this reporting period, all of which were acknowledged within the 10-day target.

- The analyst was brilliant. She was so patient with me and was able to successfully fathom out how to solve the problem I was having. After taking me through the steps of solution, she rang me back as well as emailed me to check if I was managing on my own. I am so appreciative.
- I've finally sorted my SIMs login. I phoned Scomis this morning and they were absolutely brilliant.
- I am incredibly grateful for the support and professionalism of the Scomis team, even under these very strange times. My experience of speaking to everyone had been amazing. Keep up the good work and stay safe and well. I have wood like to give special thanks to everyone who has worked or dealt with the Medical Tuition Service calls.
- Can I just thank you to all of the team, for the help and support, you give us to help our students and staff.
- Keep up the good work, so we can.
- Thank you all for your help this morning you have been really supportive.

- I would like to feedback and say what excellent service I had yesterday from Scomis. I have to say the analyst did a fantastic job, overcame all kinds of obstacles as it wasn't straight forward. He really did over and above and I am very grateful!
- The analyst was extremely helpful, went out of her way to help resolve SIMS issues and is extremely knowledgeable

Formal Complaints

Scomis received 1 complaint in this period, which was responded to within the 10-day target:

Complaint	Action Taken
Customer not happy with the professional portal for reporting on annual reviews. The portal timed out and customer lost the report.	The customer received an apology and the explanation that Scomis have requested to extend the working time on the system to Capita, however this has not been actioned. As a result of the poor functionality a decision has been taken to move away from this software to a new product called the EHC Hub.

All complaints are taken seriously and where practical, will result in changes to our internal processes. We continue to welcome and encourage customers to provide feedback about your Scomis experience.