

Scomis Education Customer Feedback Policy

The Education Team are committed to focussing on the needs of our customers and partners. We welcome feedback and recognise that it is an opportunity for us to learn and improve, and helps to ensure that we treat everyone fairly.

1. Ways to give us feedback

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

- By telephone: 01392 385300
- By email: scomis@devon.gov.uk
- At your account review meeting
- By completing a customer satisfaction survey when we close your call
- By completing our annual satisfaction survey which is sent to all customers via email
- By writing to us at: Scomis Service Performance, Great Moor House, Bittern Road, Sowton, Exeter, Devon. EX2 7NL
- By completing the feedback form [here](#)

2. How we publicise the Scomis Customer Feedback Policy

We will publicise our customer feedback policy in a variety of ways:

- On our website
- At stakeholder group meetings.

3. Key Aims of Scomis Group Customer Feedback Policy

- Easy to access – customers can give feedback in a variety of ways.
- Record and analyse feedback – to help us identify trends, to establish what lessons we can learn, and to see if we can improve our services.
- Use plain language in all our communications;
- Monitor performance against our targets for responding to feedback;
- Transparent and easy to follow process.
- Annually publish details of feedback received and actions taken.
- Ensure fair and equal access to Scomis services.

4. Complaints Process

We aim to deal with all feedback at the point of service delivery. If we make a mistake, we will apologise and endeavour to put things right. We may ask the customer to suggest what they would like us to do. We will always endeavour to put the customer back to the position they

would have been in but for our mistake. We will learn from our mistakes to minimise the risk of them happening again.

Stage One – following receipt of any complaint or expression of dissatisfaction the nominated officer will determine at the outset whether it is an informal complaint or whether it should be upheld and treated as a formal complaint.

Stage Two – Informal complaints: These will be logged on to the Customer Management System and you will be telephoned within **3 working days** to discuss your issues and be advised of any future actions.

Formal complaints: These will be logged on our Customer Management System and you will be sent an email acknowledgement within **3 working days** that will include the name of the manager investigating and when you should receive your formal response. You will then receive an email within **10 working days** containing the details of our final responses to your complaint.

Following the response to your complaint being issued, you will be contacted to discuss the details of our response. Should you not be satisfied with our response following stage two, you may request your complaint be escalated to the Head of Service who will acknowledge this within **3 working days**. They will undertake a review of all relevant information and you will be advised of the outcome within **10 working days**. In more complex cases where this could take longer we will keep you informed of progress and timescales.

If you are dissatisfied with any response following escalation of your complaint, you can contact the Local Government Ombudsmen:

Local Government Ombudsman,

The Oaks No 2,
Westwood Way,
CV4 8JB

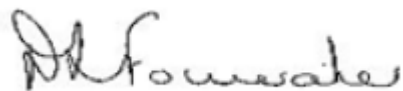
Tel: 024 7682 0000 Fax: 024 7682 0001

DX: DX 702110 Coventry 6

Web: www.lgo.org.uk

Advice Team: 0300 061 0614

Scomis Customer Feedback policy will be subject to an annual review taking into account customer and staff feedback and the effectiveness of the policy.



Debbie Foweraker
Head of Scomis Group

2nd June 2021