

Scomis Education Customer Feedback Report (1st January 2022 to 30th June 2022)

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:

- By telephone: 01392 385300
- By email: scomis@devon.gov.uk
- At your account review meeting
- By rating your experience when we close your call
- By writing to us at: Scomis Service Performance, Great Moor House, Bittern Road, Sowton, Exeter, Devon. EX2 7NL
- By completing the feedback form [here](#)

Formal Complaints

Scomis received 3 complaints in this period, which was responded to within the 10-day target:

Complaint	Action Taken
Customer complained about the slow response to two Incidents and having to chase Scomis for a response.	Both Incidents were resolved, and the customer was contacted to apologise and discuss his complaint.
Customer complained they had no response since logging their Incident. Also, on contacting the Service Desk customer was told to check their Firewall but subsequently found the issue had been a known problem.	Customer was contacted directly to apologise and thanked for giving their feedback.
Customer complained about a Scomis system being down on return from school holidays and difficulty contacting the Service Desk.	Service Desk hours changed to be open from 7.30-5.30 during term time. Other changes will be discussed by Senior Leadership Team and if implemented will be advised in the Scomis newsletter.

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.

[Devon County Council Privacy Notice for Customer Feedback](#)

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