

## Scomis Education Customer Complaints Report

**(1<sup>st</sup> January 2023 to 31<sup>st</sup> December 2023)**

Scomis monitors compliments and complaints made by customers.

The Scomis Education Service Desk Customer Experience Report provides all the data for the compliments received by Scomis.

All 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 several ways in which customers can give us feedback:

- By telephone: 01392 385300
- By email: [scomis@devon.gov.uk](mailto:scomis@devon.gov.uk)
- At your account review meeting
- By clicking on the rating link in your resolution email
- By completing the feedback form [here](#)
- By completing the feedback form in MyScomis
- By messaging us on social media

### Complaints

Scomis received 4 complaints in this period, all of which were responded to within the 10-day target:

| Complaint   | Action Taken  |
|---|---|
| The required patch had not been run and was urgently required as the customer could be charged late fees. | Patch was run. Internal process amended to ensure correct process is followed in the future to prevent delays. Customer confirmed they were happy with the changes and adaptations. |

|   |  |
|---|--|
| Customer was unable to access the DCC model complaints policy.  | Advice given by Service Desk and customer confirmed they were now able to access the model complaints policy.        |
| During the Census run customer had 10 errors relating to missing data which was caused by incorrect manual entry. | Service Desk contacted customer to assist with the errors, and any other queries they have.                          |
| Customer unhappy with length of time taking to resolve their incident.  | Incident resolved and explanation given to customer as to why it took so long, which was due to logging incorrectly. |

All complaints were resolved at the first stage, no complaints went on to Stage 2 or escalated to the Local Government Ombudsman.

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](#)

**Version: 26<sup>th</sup> January 2023**