

Scomis Education Customer Complaints Report (1st January 2024 to 31st December 2024)

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 you can give us feedback:

- By telephone: 01392 385300
- By email: scomis@devon.gov.uk
- At your account review meeting
- By clicking on the rating link in your resolution email
- By writing to us at: Scomis Service Performance, Great Moor House, Bittern Road, Sowton, Exeter, Devon. EX2 7NL
- By completing a feedback form on our website [here](#)
- By completing the feedback form in MyScomis
- By messaging us on social media

Complaints

Scomis received 2 complaints in this period, all of which were responded to within the 10-day target:

Complaint	Action Taken
Customer complained about the speed and helpfulness of her ticket support.	Response to the customer advised additional training would be given to the Service Desk team to enable a greater number of analysts to be able to support this type of query. Training should be complete by

	the end of the Spring Half Term Break (2024)
Customer unhappy with the password login criteria, and repeatedly being locked out of the account.	Telephoned customer to give support on logging in.

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.

Version: 5th February 2025