

Customer Feedback, 1st April 2019 to 31st March 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.
- Fax us on 01392 385302.
- 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 Desktop Analyst was extremely helpful, went out of her way to help resolve SIMS issues and is extremely knowledgeable.
- "This is to say - You are all awesome! You have guided me, advised me & supported me more than you will know!
- I'd really appreciate if you would pass on my sincere thanks to the Desktop Analyst for her advice and support over all these years. I would never have got through that summer when I was first 'dumped' the timetable scheduling and implementation, she truly saved me from going over the edge!
- I just wanted to take this opportunity to thank ALL at Scomis. Your team are truly wonderful! In my experience, always courteous, helpful, friendly and efficient. I VERY much enjoyed my adventure down to Devon for Scomis Live; we had a lot of laughs that day!
- Thank you to your trainer and Scomis for an excellent MS Power BI course over the last 2 days. Looking forward to improving our reports and making the most of our data.
- Thank you very much for your update. Please could I extend a big thank you for all that you and your team have done to support us through this tricky time. We did not foresee

these issues and I have limited knowledge of IT myself. I recognise that you have gone beyond your remit to help us with this. I am looking forward to eventually being able to access SIMS again (as I am missing it!) and move forward with this positive move to Scomis hosted support.

- I just want to thank you and all of the Scomis team for a fantastic day yesterday. The pupils had a brilliant day and could not wait to come back to school to tell all of their peers. They all achieved so much at Scomis and I am very proud of them all.

Formal Complaints

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

Complaint	Action Taken
Issue with level of service received from Capita in respect of InTouch	The customer had logged the incident directly with Capita which was escalated to a level 3 major. The customer was unhappy with the length of time taken by Capita to resolve the incident. Scomis liaised directly with Capita until the issue was resolved.

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 customer experience.