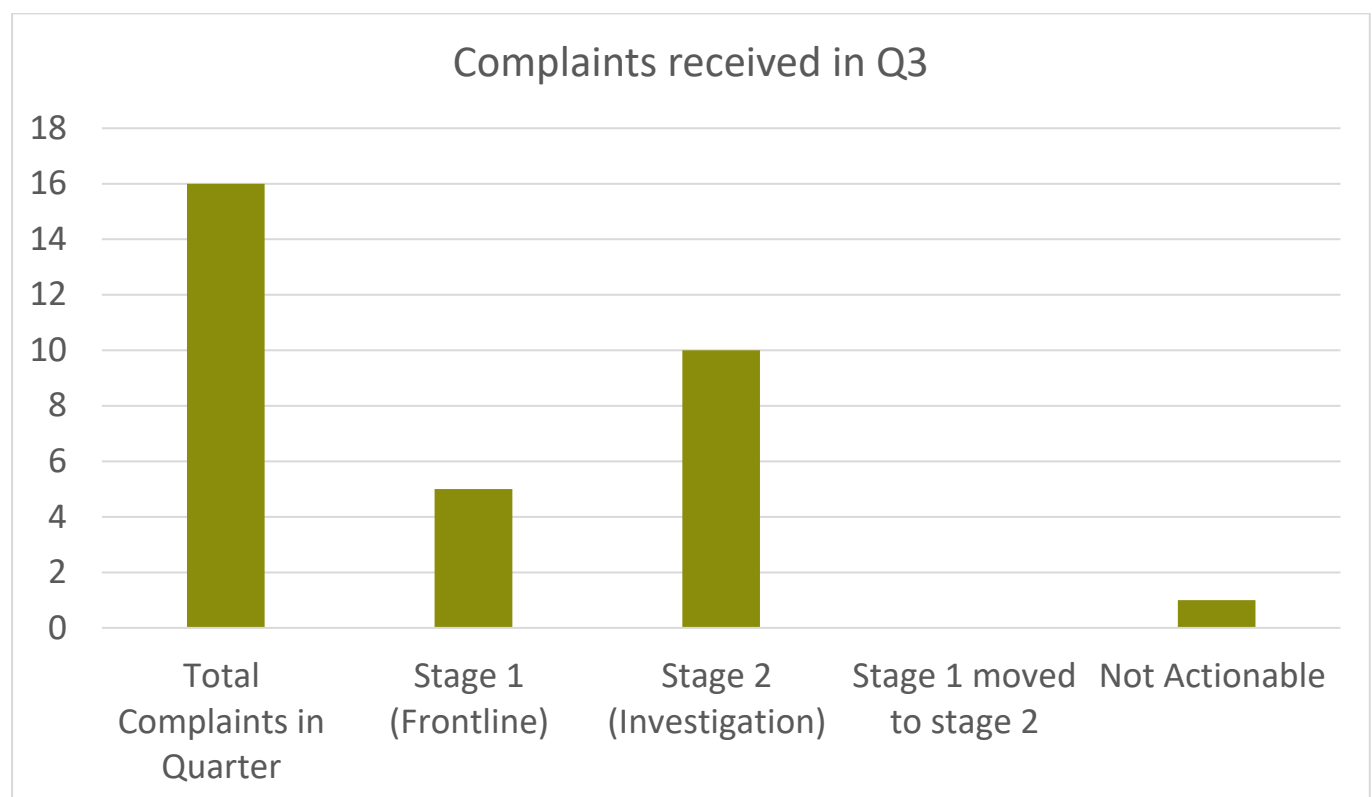


Complaints report Q3

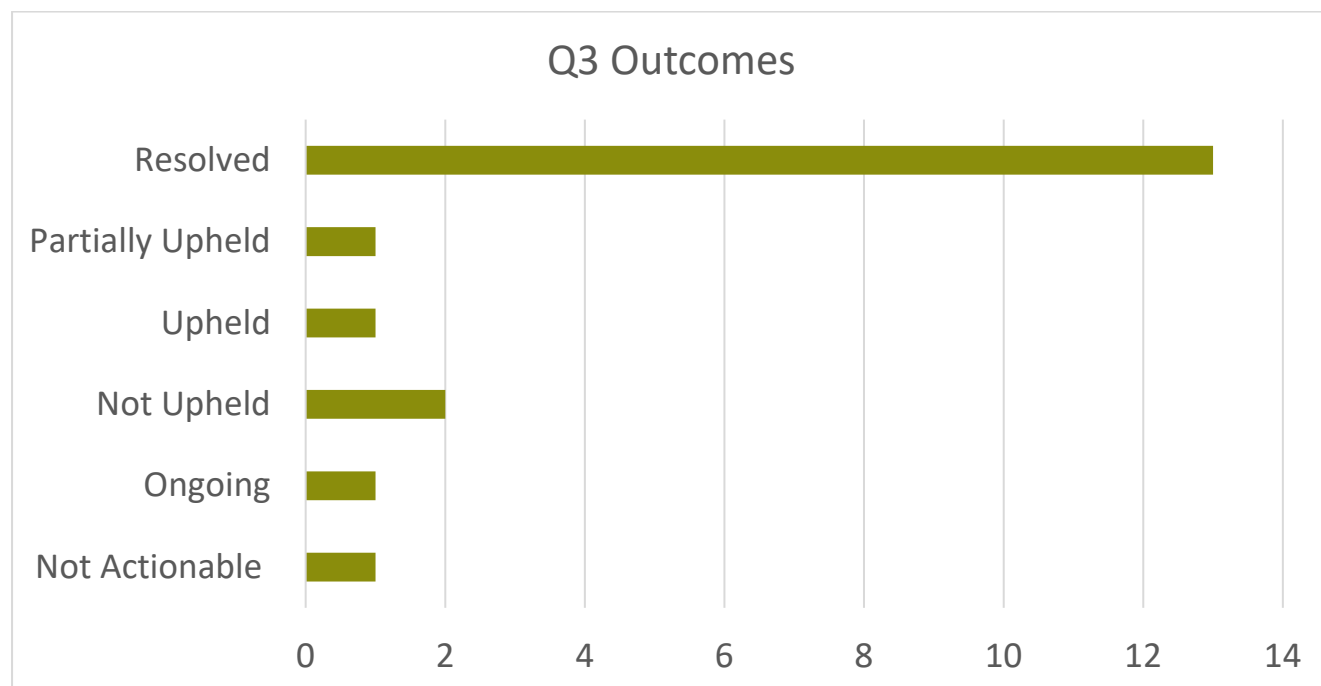
1 October to 31 December 2024

There were 16 complaints made to CHS during the period to 31 December 2024. This represents a slight increase compared to the previous quarter (14) and an increase on the corresponding period in the previous year (11).



Complaints Outcomes

There were 16 complaints received during the quarter, 15 of which have been concluded, and one is ongoing. Three complaints that were ongoing from Q2 were concluded during Q3.



Lessons learned and service improvement

We have been piloting a postcard in some areas which includes a QR code which children and young people can use to share their feedback with us or to make a complaint if they want to do that. This has had limited success, and we plan to move to an alternative approach during 2025 when our SCRA colleagues will arrange for the QR code to be added to letters sent to children in relation to their hearing. This will ensure that the QR code reaches a wider audience.

We are now also routinely providing analysis of themes and trends to our local Delivery Managers.