

March 2022

Dear Chief Executive,

## SPSO Refreshed Key Performance Indicators (KPI) Guidance 2022

Following on from engagement and feedback with our wider stakeholders and organisations we have taken on board a range of helpful comments and produced the attached refreshed KPI guidance. This guidance has been approved by the Ombudsman.

These changes are to support your organisation in evaluating your own performance, driving improvement and sharing good practice through the associated complaints handlers networks thus ensuring that you provide excellent service to your customers through effective complaints handling procedures.

This refreshed KPI guidance applies to the following organisations that have a statutory duty to comply with the MCHP:

- Local Authorities (this includes Health and Social Work Partnerships, in relation to social work functions delegated from local authorities as well as the Arm's Length External Organisations commissioned by Local Authorities to deliver services on their behalf)
- Registered Social Landlords
- Colleges
- Universities and
- Scottish Government, Scottish Parliament and associated public authorities.

There are four mandatory quantitative KPIs as outlined in Section 2 of the attached document. It is a minimum requirement for all organisations to report against these mandatory KPIs in their annual complaints performance report (see Part 4 of the SPSO Model Complaints Handling Procedure (MCHP) re the requirement to publicise complaints information).

The deadlines for publishing annual complaints performance reports are:

- For Local Authorities, Registered Social Landlords, Scottish Government, Scottish Parliament and Associated Public Bodies, the KPIs are applicable for data collected from **1 April 2022**. The annual report publication deadline is the **end of October each year**. Therefore, the first annual report using these KPIs will be in **October 2023**.
- For Further Education and Higher Education, the KPIs are applicable for data collected from **1 September 2022**. The annual report publication deadline is the **end of March each year**. Therefore, the first annual report using these KPIs will be in **March 2024**.



The draft KPIs included a qualitative indicator on learning from complaints. While this has been removed, I would draw your attention to Part 4 of the SPSO MCHP on Governance which stresses the importance of learning from complaints, and the requirement to record and publicise learning.

The draft KPIs also included recommended indicators about raising awareness (access to the complaints procedure for certain groups of service users), staff training, and customer satisfaction with the complaints process. The intention behind these additional indicators was to give organisations further data that would help drive improvements in performance. Although these recommended indicators have been removed from the refreshed guidance, we encourage organisations already collecting this data to continue doing so to further support improvement in delivery of service. We will work with all organisations as part of our commitment to promote good complaints handling to help develop these particular sets of data into an integral part of your own quality assurance procedures. This will largely be driven by our ongoing engagement with the complaints handlers networks.

The SPSO's Improvement, Standards and Engagement team continues to work with public service providers to improve standards of complaints handling, you can contact us with any queries via [csa@spsso.gov.scot](mailto:csa@spsso.gov.scot).

Yours,  
Andrew Sheridan

A handwritten signature in black ink, appearing to read 'AS', is positioned below the typed name.

Andrew Sheridan  
**Head of Improvement, Standards and Engagement**  
**Scottish Public Services Ombudsman**

T: 0800 377 7330  
E: [Andrew.Sheridan@spsso.gov.scot](mailto:Andrew.Sheridan@spsso.gov.scot)

*Correspondence with the SPSO may contain personal and sensitive personal data and information that is confidential and should be kept private. Accordingly, we ask recipients to respect this privacy. This does not affect the rights of recipients to seek legal advice. Where appropriate, recipients are reminded of their obligations under Data Protection Legislation in relation to the processing of personal and sensitive personal data. We also ask that recipients respect the privacy of our staff. If you want to know more about how we handle your own personal information, you can read our Privacy Notice on our website at <https://www.spsso.org.uk/privacy-notice-and-disclaimer> or ask us for a copy.*