



Social Security Scotland statistics

Social Security Scotland feedback statistics to 31 March 2021

Frequency of publications

The next bi-annual publication will cover up to end September 2021 and will be released in December 2021.

Under the Code of Practice for Official Statistics¹ we publish a timetable of statistical releases for the twelve months ahead².

¹ The Code of Practice is found online at: <http://www.statisticsauthority.gov.uk/assessment/code-of-practice/index.html>

² The forthcoming publication timetable is available at: <https://www.gov.scot/publications/official-statistics-forthcoming-publications/>

Introduction

This report covers feedback (complaints, compliments, and suggestions) received by Social Security Scotland since it was introduced on 4 September 2018 until 31 March 2021. It includes statistics for specific benefits (Carer's Allowance Supplement, Best Start Grant, Best Start Foods, Funeral Support Payment, Young Carer Grant, Job Start Payment, Child Winter Heating Assistance and Scottish Child Payment), as well as feedback that was not benefit specific.

The statistics span the time period when Social Security Scotland had a reduced workforce and implemented some service changes in March 2020 in response to the Covid-19 pandemic, including staff working from home, but continued to process applications, make payments and process feedback.

All tables and charts relating to this publication can be found at:
<https://www.gov.scot/collections/social-security-scotland-stats-publications/#socialsecurityscotlandfeedbackstatistics>

These statistics are being published as experimental statistics. Experimental statistics are defined in the Code of Practice for Statistics as "*new official statistics undergoing evaluation. They are published in order to involve users and stakeholders in their development and as a means to build in quality at an early stage.*" These statistics have not yet been assessed by the UK Statistics Authority. They have not been designated as National Statistics³.

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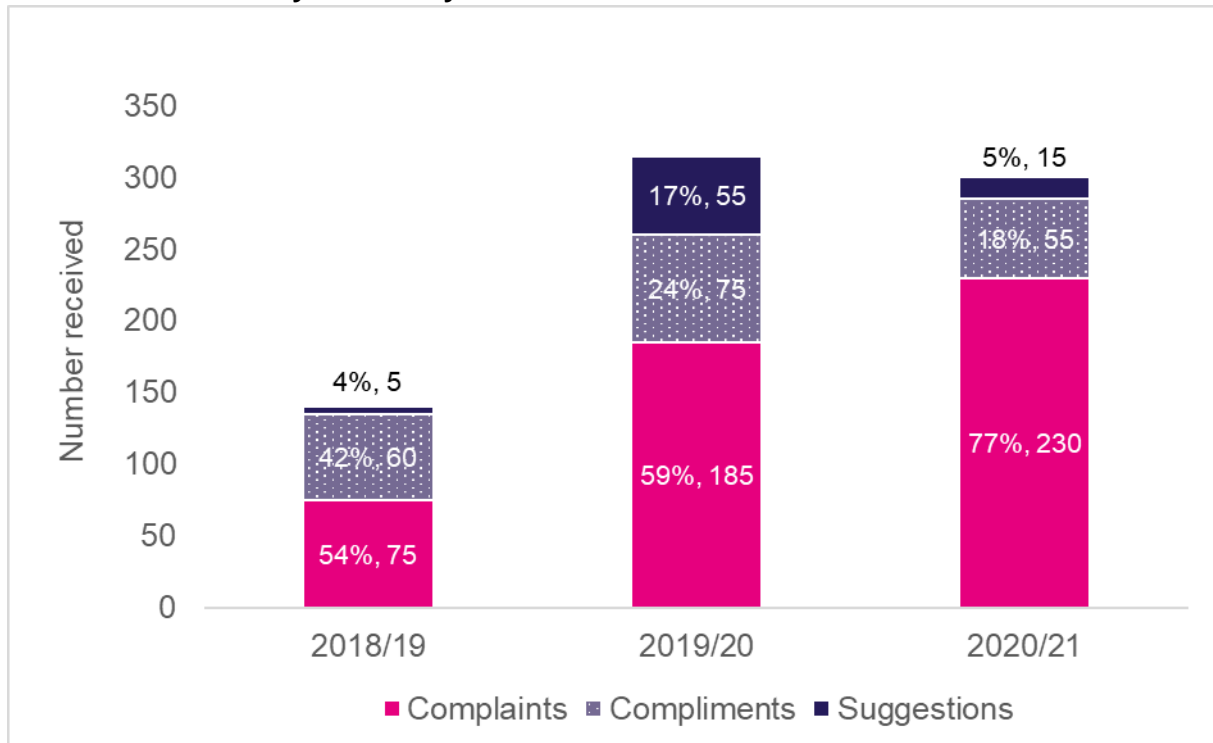
³ For more information on experimental statistics please see:

<https://www.statisticsauthority.gov.uk/publication/experimental-statistics-official-statistics-in-development/>

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Main findings

Chart 1: Feedback by financial year



Complaints includes all stage 1 complaints, plus complaints received at stage 2. Figures for individual years do not sum to all time figures in other tables/charts due to rounding.

In total 495 complaints, 190 compliments and 75 suggestions were received by 31 March 2021. The most common type of feedback received in all years has been complaints **[Chart 1]**.

The overall amount of feedback received decreased in 2020/21 compared to 2019/20, although the number of complaints (and proportion of feedback that was complaints) increased, and the number of compliments and suggestions (and proportion of feedback that was compliments or suggestions) decreased **[Chart 1]**. The increase in complaints may have been due to the impact of COVID-19 on application processing, and delays in payments of Best Start Foods that are being resolved. Additionally, new payments launched in 2020/21, the number of applications received for some existing payments increased, and the number of carers in receipt of Carer's Allowance Supplement increased slightly – the [background section](#) gives launch dates and application, payment and carer volumes. There were ten complaints in 2020/21 about Scottish Child Payment, which launched in November 2020.

Complaints

Complaints received

In total 495 complaints were received by 31 March 2021, including 100 for Carer's Allowance Supplement, 350 for Best Start Grant or Best Start Foods, 20 for Funeral Support Payment, 10 for Scottish Child Payment and five that were not benefit specific **[Table 1]**. The benefit type of a small number of past complaints has been corrected in this publication, which has reduced the number of 'not benefit specific' complaints compared to the figure previously published. There were no complaints received for Young Carer Grant, Job Start Payment or Child Winter Heating Assistance, which have all launched recently - the [background section](#) gives the launch dates for each.

Complaint numbers compare to at least 113,750 carers receiving Carer's Allowance Supplement payments⁴, 260,400 Best Start Grant and Best Start Foods applications⁵, 12,660 Funeral Support Payment applications⁶, and 104,345 Scottish Child Payment applications⁷ since 2018 – the [background section](#) gives a full list of benefits with application or payment numbers since 2018. Complaints can come from people that did not make an application for a benefit, or did not receive either Carer's Allowance Supplement or Child Winter Heating Assistance (for which there is no application process) - therefore it is not possible to calculate a rate of complaints per applications or payments.

Social Security Scotland received 230 complaints in 2020/21, continuing an upward trend in numbers since 2018/19 **[Chart 1]**. The proportions of complaints about different benefits remained similar to 2019/20, with 12% of complaints about Carer's Allowance Supplement, 77% about Best Start Grant or Best Start Foods, and 4% about Funeral Support Payment **[Table 1]**. Additionally in 2020/21, 5% complaints related to Scottish Child Payment. We previously reported that 150 complaints were received from April to September 2020, and this accounts for around two thirds of the complaints received during 2020/21. The relatively high number of complaints during this period may be due to the impact of COVID-19 on application processing, and delays in payments of Best Start Foods that are being resolved. In the second half of the year around 80 complaints were received, fewer than the first half of the year, but still around 30 more than in the second half of 2019/20. Around ten of the complaints in the second half of 2020/21 related to Scottish Child Payment, a new payment that launched in November 2020. The

⁴ Carer's Allowance Supplement, October eligibility date 2020 <https://www.gov.scot/publications/carers-allowance-supplement-october-eligibility-date-2020-and-carers-allowance-disability-living-allowance-attendance-allowance-and-severe-disablement-allowance-at-august-2020-statistics/>

⁵ Best Start Grant and Best Start Foods: high level statistics to 28 February 2021 <https://www.gov.scot/collections/social-security-scotland-stats-publications/#beststartgrantandbeststartfoodsstatistics>

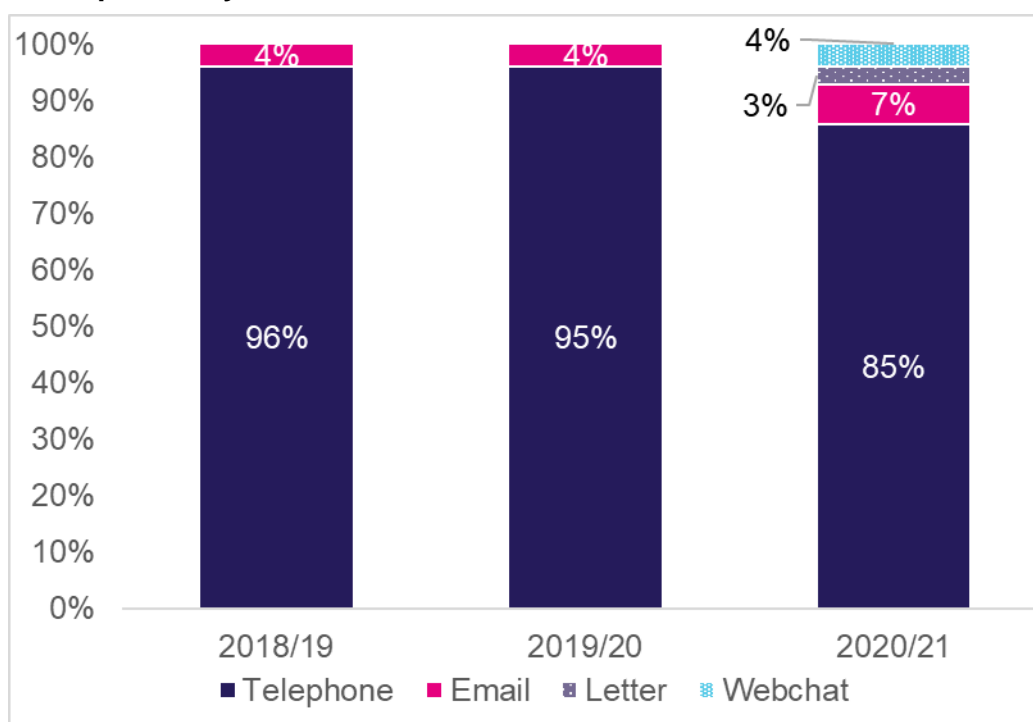
⁶ Funeral Support Payment: high level statistics to 31 March 2021 <https://www.gov.scot/publications/funeral-support-payment-high-level-statistics-to-31-march-2021/>

⁷ Scottish Child Payment: high level statistics on applications to 31 March 2021 <https://www.gov.scot/publications/scottish-child-payment-high-level-statistics-on-applications-to-31-march-2021/>

number of complaints may rise over time as new payments launch and the number of clients making applications or in receipt of payments rises.

In 2018/19 and 2019/20 the available channels for complaints were telephone, email and letter. In both years, a high proportion of complaints were made by telephone (96% and 95% respectively), with a small proportion by email. Telephone was unavailable from mid-March 2020 to mid-April 2020 due to the impact of COVID-19. In 2020/21, webchat was introduced as a channel (4%), the proportion by email (6%) and letter (3%) increased, and the proportion received by telephone decreased (85%) [Table 2, Chart 2]. It is possible that further complaints were received by webchat but these were not fully recorded until February 2021 – the [background section](#) has further information about data quality.

Chart 2: Complaints by channel to 31 March 2021



Complaints reaching stage 2

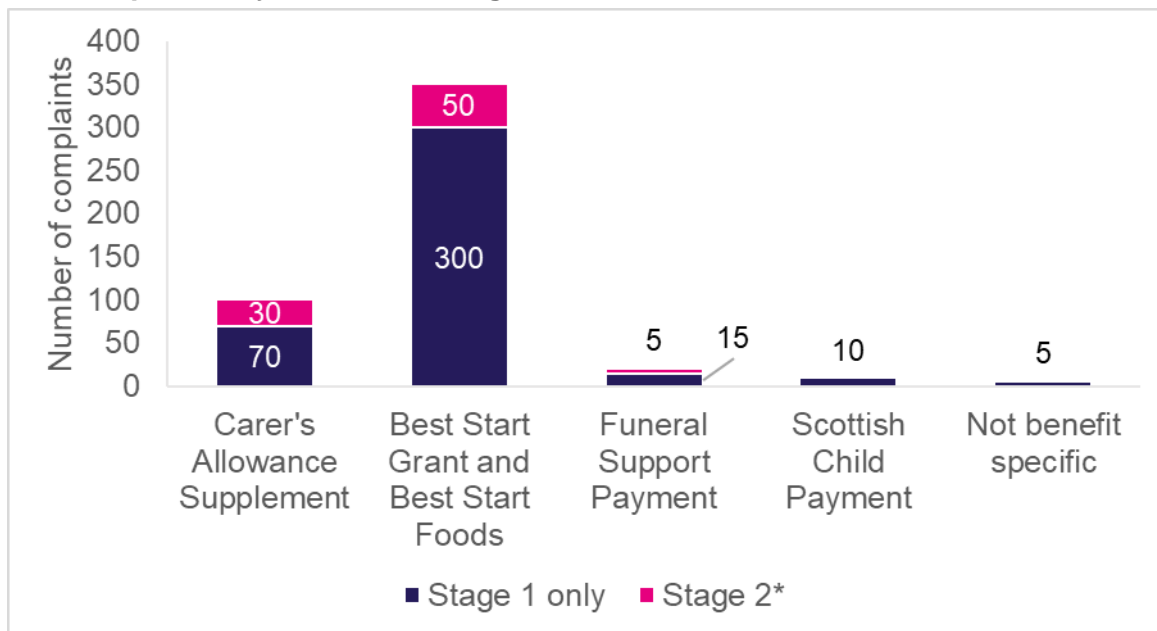
Overall, 16% of complaints reached stage 2 (either progressing from stage 1 to stage 2, or being received at stage 2 – the [background section](#) explains the difference between stage 1 and 2 complaints) [Table 1]. In 2020/21, the proportion was slightly higher (18%) than in 2019/20 (13%). This may relate to increased processing times for complaints during this period, relating to the impact of COVID-19. However, the proportion reaching stage 2 remained lower than in 2018/19 (20%).

In general a higher proportion of Carer’s Allowance Supplement complaints have reached stage 2 (28%) compared to Best Start Grant or Best Start Foods (14%). This difference may be due to clients using complaints in different ways for the two benefits. While Best Start Grant has a redeterminations and appeals process, for Carer’s Allowance Supplement there is no statutory right to appeal. This could lead clients to make complaints about Carer’s Allowance Supplement as a way of having their cases looked at again. In 2020/21, a particularly high proportion of Carer’s

Allowance Supplement complaints reached stage 2 (41%) **[Chart 3]**. This appears to have mainly affected complaints received following the June 2020 payment, and may be linked to Covid-19.

No cases were referred to Scottish Public Services Ombudsman (SPSO).

Chart 3: Complaints by benefit and stage to 31 March 2021



*stage 2 figures include a small number of complaints that went straight to stage 2, as well as complaints progressing from stage 1 to stage 2. Figures may not sum to those in Table 1 due to rounding. No complaints were received for Young Carer Grant, Job Start Payment or Child Winter Heating Assistance.

Reasons for complaints

The categories for complaint reasons were amended in March 2021 - the [background section](#) gives definitions for the new reasons and shows how they relate to previous reasons.

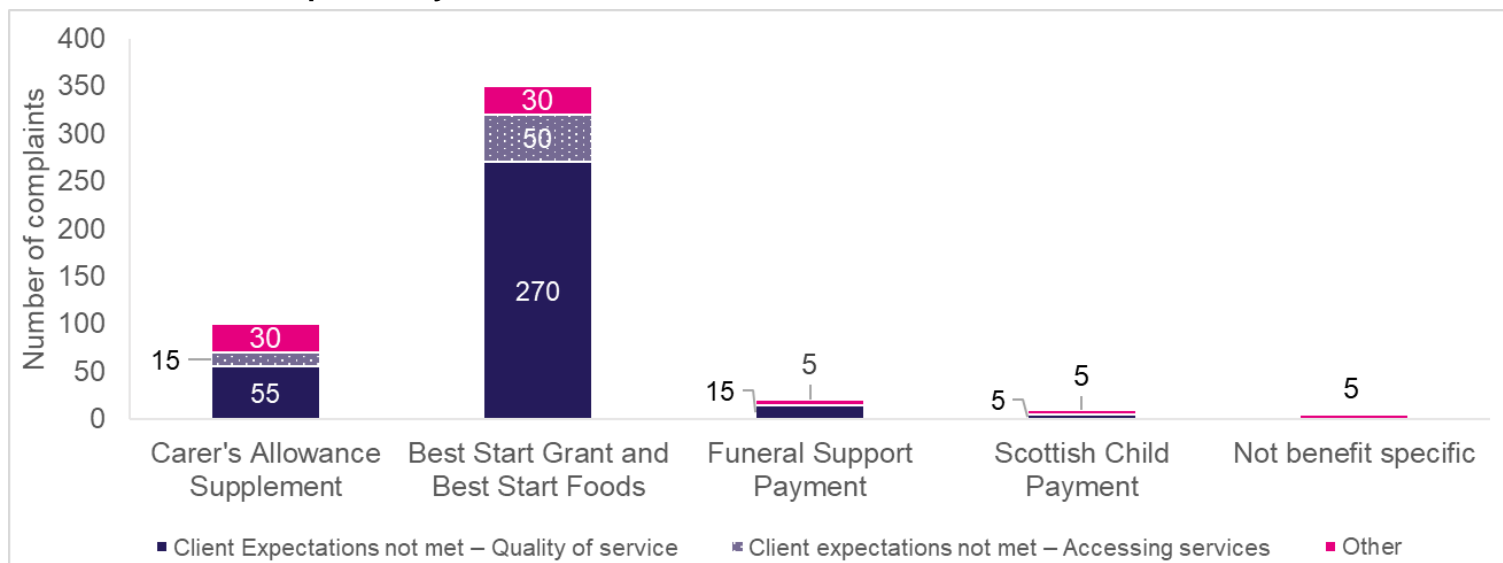
The most common reason for complaints has been 'Client Expectations not met – Quality of Service' (350, 70%), followed by 'Client Expectations not met – Accessing services' (70, 14%) **[Table 3, Chart 4]**. Other reasons have each accounted for 5% or fewer complaints.

Around three quarters of complaints about Best Start Grant or Best Start Foods related to 'Client Expectations not met – Quality of Service' (270, 77%). There have now been around 20 complaints for Funeral Support Payment, of which 70% also related to 'Client Expectations not met – Quality of Service'. For Carer's Allowance Supplement there were relatively fewer complaints for this reason (53%), and more that relate to 'Client expectations not met – Accessing services' (17%), 'Client expectations not met - Policy & Procedures' (16%) or 'Disagreement with a decision' (11%).

The proportion of complaints relating to 'Client Expectations not met – Quality of service' increased from 2018/19 (54%) to 2019/20 (75%), then remained similar in 2020/21 (72%). This proportion appears to relate to the proportion of complaints

about Best Start Grant and Best Start Foods, which increased from 2018/19 to 2019/20, then remained similar into 2020/21.

Chart 4: Complaints by reason to 31 March 2021



No complaints were received for Young Carer Grant, Job Start Payment or Child Winter Heating Assistance.

Complaints processing

By 31 March 2021, around 480 stage 1 and 80 stage 2 complaints had been closed, leaving around five outstanding stage 1 complaints and no outstanding stage 2 complaints [Table 3]. Overall, median processing times have been three working days for stage 1 complaints, and 19 days for stage 2 complaints, with 95% stage 1 complaints closed within the initial five working day timescale, and 94% stage 2 complaints closed within the initial 20 working day timescale. However, median processing time has increased over time and the proportion closed within initial timescales has decreased over time.

For stage 1, the median average processing time in 2020/21 was four working days, an increase of two working days since 2019/20, and three working days compared to 2018/19. Increasing processing times may be related to the increasing volumes of complaints received, the impact of COVID-19 on staff workloads and reduced capacity of clients to send evidence to Social Security Scotland, and delays in payments of Best Start Foods. In 2020/21, 89% of stage 1 complaints were closed within their initial five working day timescale. Of the remaining complaints which went over their initial timescale, nearly all were processed within an extension, and overall 100% complaints were closed within their agreed extended timescale to the nearest one percent [Table 3].

For stage 2, the median average processing time was 19 working days 2020/21, an increase of one working day since 2019/20, and two working days since 2018/19. In 2020/21, 88% stage 2 complaints were closed within their initial 20 working day timescale, compared to 100% in the previous two years. Of the remaining complaints which went over their initial timescale, all were processed within an agreed extension [Table 3].

Complaints outcomes

Complaint outcomes are counted separately for stage 1 and stage 2 – a complaint that progressed from stage 1 to stage 2 will have two outcomes. In total, over all benefits and both stages, 375 complaints were upheld (67%), 110 were not upheld (20%), 55 were partially upheld (10%), and 15 were withdrawn (3%) **[Table 5]**.

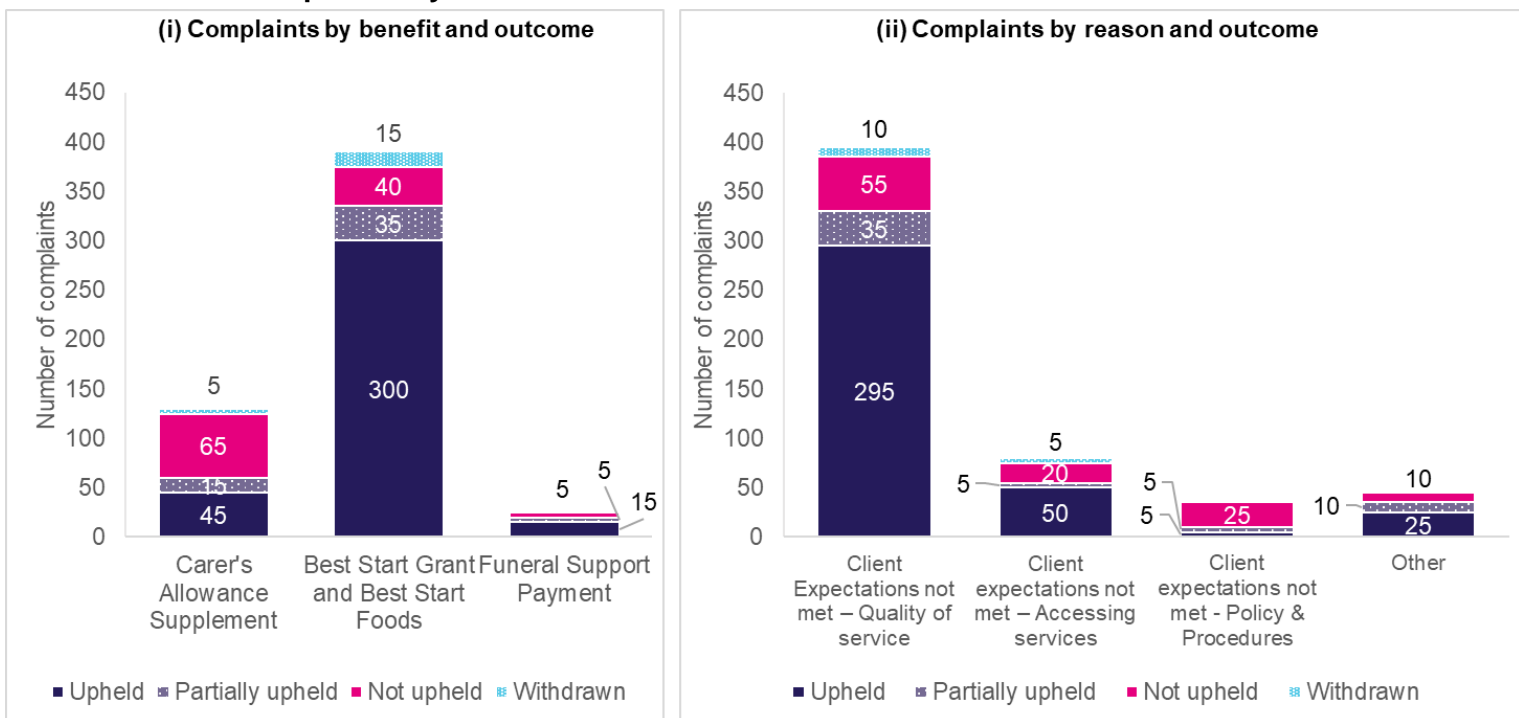
For Carer’s Allowance Supplement, around half of complaints were not upheld (50%), while for Best Start Grant (77%), Funeral Support Payment (64%) and Scottish Child Payment (91%) the majority were upheld **[Chart 5(i)]**. The majority of complaints about ‘Client expectations not met – Quality of service’ and ‘Client expectations not met – Accessing services’ were upheld, whereas the majority of complaints about ‘Client expectations not met – Policy and procedures’ were not upheld **[Chart 5(ii)]**.

One of the reasons for more Best Start Grant complaints being upheld than for Carer’s Allowance Supplement could be the different types of reasons that clients complain about each of these benefits – relatively more clients complained about ‘Client expectations not met – Quality of service’ for Best Start Grant or Best Start Foods **[Table 3]**, and these complaints were relatively more likely to be upheld **[Table 4]**.

The proportion of complaints being upheld increased from 2018/19 (44%) to 2019/20 (74%), which will also relate to the increasing proportion of complaints relating to Best Start Grant and Best Start Foods. In 2020/21, the proportion upheld fell slightly to 69%, but the proportion partially upheld increased from 8% to 13%.

This may be because more complaints have complained about more than one area, with one part of the complaint upheld and one part not upheld.

Chart 5: Complaints by outcome to 31 March 2021



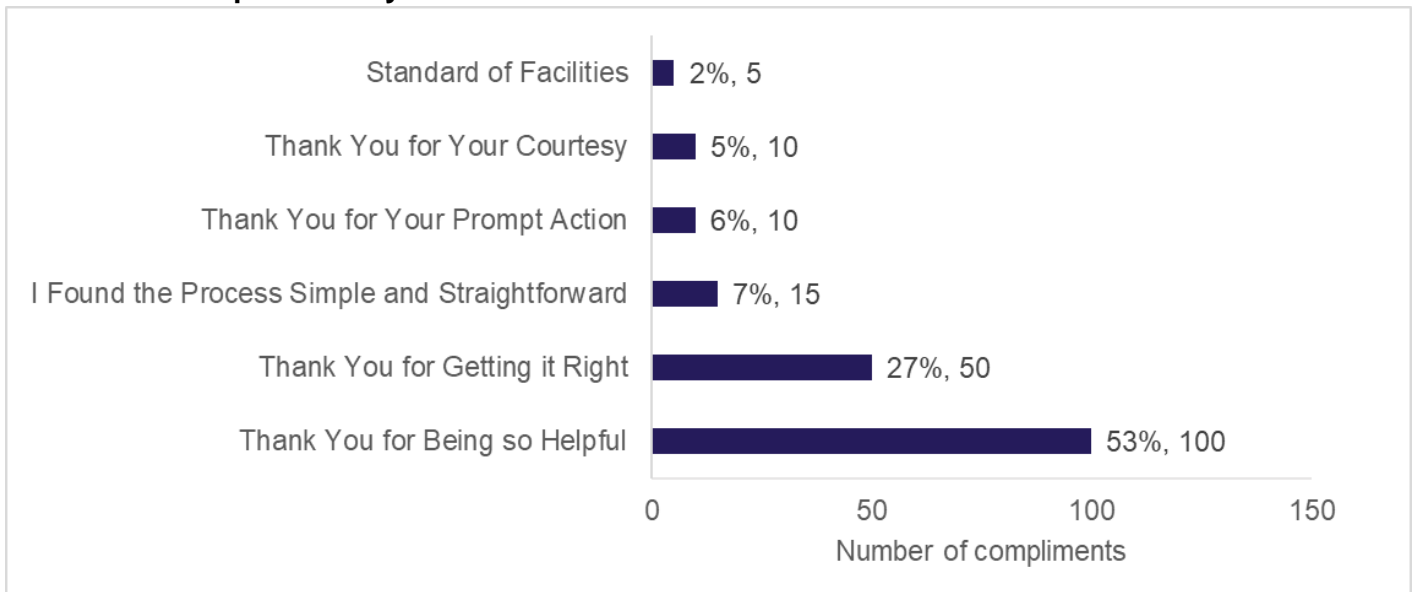
Outcomes for stage 1 and stage 2 are counted separately, therefore the number of outcomes exceeds the number of complaints received. A small number of complaints were outstanding at 31

March 2021 and are not included. No complaints were received for Young Carer Grant, Job Start Payment or Child Winter Heating Assistance. Additionally small numbers of complaints about Scottish Child Payment, or non benefit specific complaints have not been shown in chart 4(i). Figures do not sum due to rounding.

Compliments

- A total of 190 compliments were received by 31 March 2021, including 75 (39%) for Carer’s Allowance Supplement, 70 (37%) for Best Start Grant, 30 (17%) for Funeral Support Payment and five each for Child Winter Heating Assistance, Scottish Child Payment and compliments that weren’t benefit specific **[Table 6]**. There were no compliments relating to Young Carer Grant or Job Start Payment.
- In 2020/21, 55 compliments were received, fewer than in 2019/20 (75) **[Table 6]**. In 2020/21, Best Start Grant and Best Start Foods accounted for the largest proportion of compliments (41%) as in 2019/20 (43%).
- Overall, the most common reason for compliments has been ‘Thank you for being so helpful’ (100, 53%), followed by ‘Thank you for getting it right (50, 27%) **[Table 7, Chart 6]**. In 2020/21 the proportion of compliments relating to these reasons was similar to in 2019/20.

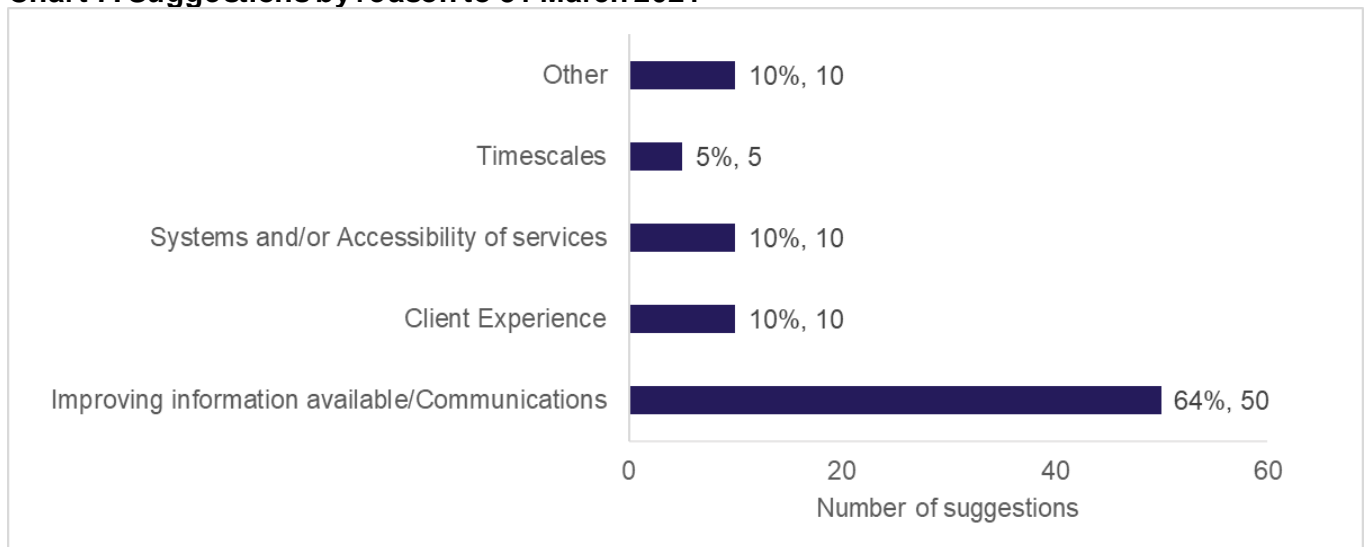
Chart 6: Compliments by reason to 31 March 2021



Suggestions

- A total of 75 suggestions were received by 31 March 2021, mostly on 'Improving information available' (50 suggestions, 64%) [Table 9, Chart 6].
- Around half of suggestions have been about Best Start Grant and Best Start Foods (40, 49%), with a smaller proportion relating to Funeral Support Payment (10, 16%), Carer's Allowance Supplement (10, 13%), or not specific to a benefit (10, 16%) [Table 8].
- In 2020/21, 15 suggestions were received, fewer than in 2019/20 (55) [Chart 1].

Chart 7: Suggestions by reason to 31 March 2021



Background to Feedback

Social Security Scotland is the executive agency of Scottish Government which is responsible for delivering social security benefits for Scotland. Social Security Scotland was introduced on 4 September 2018. Feedback (complaints, compliments, and suggestions) has been received by Social Security Scotland since it was introduced in September 2018. Feedback can be about a particular benefit or not specific to a benefit. Initially feedback was received by telephone, email or letter. Webchat was introduced as a communication channel to Social Security Scotland from 1 May 2021.

The volume of feedback received will be related to the number of live benefits and clients. New benefits have launched over time, potentially bringing more people in touch with Social Security Scotland:

Benefit, link to latest statistics and date of first payments (CAS, CWHA) or applications (BSG, FSP, YCG, JSP, SCP)	2018/19	2019/20	2020/21	All time to 31 March 2021	Complaints to 31 March 2021
Carer's Allowance Supplement (CAS, Sep 2018)	86,595 carers in receipt	89,255 carers in receipt	89,760 carers in receipt	113,750 carers in receipt	100
Best Start Grant/Best Start Foods (BSG) : - Pregnancy and Baby Payment (Dec 2019) - Best Start Grant Early Learning Payment (Apr 2019) - Best Start Grant School Age Payment (Jun 2019) - Best Start Foods (Aug 2019)	19,480 applications	128,070 applications	112,850 to Feb-2021 applications	260,400 to Feb-21 applications	350
Funeral Support Payment (FSP, Sep 2019)	n/a	3,975 applications	8,685 applications	12,660 applications	20
Young Carer Grant (YCG, Oct 2019)	n/a	1,750 applications	3,375 applications	5,125 applications	0
Job Start Payment (JSP, Aug 2020)	n/a	n/a	3,190 applications	3,190 applications	0
Scottish Child Payment (SCP, Nov 2020)	n/a	n/a	104,345 applications	104,345 applications	10
Child Winter Heating Assistance (CWHA, Nov 2020)	n/a	n/a	14,015 payments to 17 March 2021	14,015 payments to 17 March 2021	0

Note: Annual figures are based on the latest Official Statistics publications, but may be revised when the statistics are updated.

Stage 1 and Stage 2 complaints

Complaints fall under the Scottish Public Services Ombudsman (SPSO) and their complaints handling procedure. This sets out a two stage internal complaints process. Frontline resolution – stage 1, allows 5 working days to respond to the client’s complaint. From January 2020, an extension of five working days can be added to this initial timescale by Social Security Scotland where it will be beneficial to the client. Prior to this, extensions had to be agreed with the client. For stage 1 complaints it may be more appropriate to escalate the complaint to stage 2 rather than applying an extension. Where a client remains unhappy with the response to a stage 1 complaint, they can proceed to investigation – stage 2, which allows 20 working days to investigate and provide a response. Again, since January 2020 an extension of five working days can be added to this timescale by Social Security Scotland if required, whereas prior to this extensions were agreed with the client. If the client still remains unhappy then they can choose to take their complaint to the Scottish Public Services Ombudsman.

A small number of complaints went straight to investigation – stage 2. Not all complaints are suitable for frontline resolution and not all complaints will be satisfactorily resolved at that stage. Complaints handled at the investigation stage of the complaints handling procedure are typically complex or require a detailed examination. Examples of this include:

- the client/appointee refuses to take part in frontline resolution
- the issues raised are complex and require detailed investigation
- the complaint relates to serious, high-risk, or high-profile issues

Complaint reasons

Complaint reasons are categorised by Social Security Scotland staff based on the information received from clients. Complaint reasons were amended from 12 March 2021 to better reflect types of complaints received and provide more focussed data to inform improvement activity. In the table above, complaints received prior to 12 March 2021 have been mapped to new categories as set out below. 'Client expectation not met - Information provided' is a new category that does not map onto previous complaint reasons.

Previous categories	New categories	Description
Inadequate standard of service	Client Expectations not met – Quality of service	Should be used where we have provided the client with a service which is below the expected standard.
Failure to provide a service	Client expectations not met – Accessing services	Should be used where we have not delivered a service e.g. online application form unavailable

Dissatisfaction with Scottish Government policy	Client expectation not met - Policy and procedures	Should be used when client is unhappy with Social Security Scotland's policy or procedures.
Disagreement with a decision	Disagreement with a decision	Use only for benefits with no right of appeal
Failure to follow the appropriate process	Client expectations not met – Timescales	Should be used where we did not meet published timescales.
Treatment by or attitude of a member of staff	Client expectations not met - Treatment by member of staff	Should be used where the service provided by a staff member was no at the expected standard.
N/a	Client expectation not met - Information provided	Should be used where the client is unhappy about information provided on Social Security Scotland websites, social media, advertising or letters.

Complaint outcomes

Possible outcomes for complaints are:

- Upheld – the client's complaint has been upheld, as it meets the terms in the definition of a complaint.
- Not upheld – the client's complaint was not upheld because it did not meet the terms in the definition of a complaint.
- Partially upheld – if the client makes a complaint raising more than one issue, one part (or parts) of the complaint may meet the terms in the definition of a complaint, and other(s) do not. In this case the complaint would be partially upheld.

In this publication complaint outcomes are counted separately for stage 1 and stage 2. A complaint that progressed from stage 1 to stage 2 will have two outcomes.

A new outcome 'Resolved' was introduced on 12 April 2021. This will be used if a client has made a complaint and their complaint is resolved without the need to look further into why something went wrong or to mark it as upheld or not upheld. This outcome will appear in these statistics when they are next updated.

Compliments and suggestions

Compliments and suggestions should be recorded within five working days. Suggestions are investigated and the outcome is provided directly to the client.

About the data

How the data is collected

The data in this publication is primarily sourced from Social Security Scotland's case management system. The system holds information on all feedback received, and includes type of feedback (complaint, compliment, suggestion), date received, channel by which feedback was received (e-mail, telephone, letter, webchat), benefit (or no specific benefit), reason for feedback (chosen from defined lists of possible categories), and where applicable, the date that feedback was actioned and the outcome of any decisions (again selected from a defined list of possible outcomes).

The information is held across multiple tables within the system. 100% extracts of administrative data are taken from this system every month for internal reporting purposes. Data cuts combine information from the different tables in the system into one monthly extract which includes details of all feedback made since September 2018. The data cut used to produce statistics for this publication was taken on 4 May 2021.

Quality assurance

The data used to produce the figures has been checked on a case by case basis with clerical records used for internal reporting within Social Security Scotland, and discrepancies investigated.

Additional quality assurance and cleaning has been carried out on specific variables:

- The dataset has been checked for duplicate records based on Case ID number.
- Variables have been checked for missing information.
- Feedback received dates and decisions dates have been checked to see whether they fall within expected ranges (e.g. after September 2018) and are consistent with those produced by clerical records.
- For complaints, the benefit that a complaint refers to and reason for the complaint have been checked for consistency between stage 1 and stage 2.

Once the data is aggregated and copied into the publication and supporting Excel tables, the final statistics are quality assured by a different member of the statistics team. The final documents are checked by the lead statistician.

Data Quality

Comparison to clerical data

Data from the case management system has been compared to clerical records. Discrepancies have been investigated with the Client Experience team, and errors

in case management system data have been manually fixed to match the clerical record where necessary. Discrepancies included:

- A small number of items of feedback received had a date before September 2018, or had the date of feedback being recorded rather than date received. There were also errors in date feedback was received and decisions were made on the case management system due to migration of feedback information onto the case management system during the first months following the launch of Carer's Allowance Supplement. Dates have been amended back to the original dates received and decided with reference to the clerical records.
- Some feedback on the case management system is recorded as being not benefit specific. While this is true in some cases, in others this occurs where benefit information is missing. Missing benefit information has been completed with reference to clerical records.
- In a small number of cases the stage 1 and stage 2 of one complaint have been recorded as two separate complaints on the case management system. These have been merged back into one complaint where necessary.
- The case management system includes a small number of complaints where the outcome is recorded as 'Deleted'. In some cases these are complaints that have been created in error, and these have been removed from the dataset used to produce the figures in this publication. In others cases the outcome of the complaint has been amended from 'Deleted' to the correct outcome of the complaint.

Rounding and disclosure control

Feedback numbers have been rounded to the nearest five for disclosure control. Figures may not sum due to rounding. Percentages are based on actual figures and rounded to the nearest percent. Some percentages have been suppressed to prevent back-calculation of small numbers.

Channel

Complaint channel is based on the first reason given for a complaint when it was received at either Stage 1 or 2. Telephone, email and letter have been available for clients to use to complain since 2018. Telephone was unavailable from mid-March to mid-April 2020 due to the impact of COVID-19. Webchat was introduced as a communication channel from 1 May 2020. However, webchat was only added to the feedback recording system in February 2021. Where a complaint was received before February 2021, but the complaint notes indicate the complaint was received through webchat, we have counted this complaint as being received by webchat. It is possible that there were further complaints by webchat that have not been identified – these will be counted under 'telephone'.

Stage 1 and Stage 2 complaints

For complaint benefit and reason, we have used the first recorded benefit or reason with a complaint. For complaint outcomes, if an application had both a stage 1 and stage 2 complaint outcome, we have counted this as two separate outcomes – a complaint that progressed from stage 1 to stage 2 will have two outcomes.

Complaints that went straight to stage 2 are included in total complaints and stage 2 complaints figures, and used to calculate the percentage of complaints reaching stage 2.

Processing time

Processing time is the number of days from the application being received to a decision being made. It is calculated in working days. Weekends and public holidays are excluded. The time of day that an application was received or processed is not taken into account. The day the application was received is counted as 'day one' of processing, regardless of the time of day an application was received. For example, an application received and processed on the same day would have a processing time of one working day. An application received on one day and processed on the next working day would have a processing time of two working days.

Withdrawn applications have not been included in median processing times statistics. Numbers of withdrawn complaints are relatively small [Table 5], therefore this has had little impact on average processing times.

Processing times are calculated separately for each complaint stage. Where an extension has been agreed on a stage 1 or stage 2 complaint, complaints will be classed as having been processed 'within agreed timescales' if they were processed within these extensions [Table 4].

Compliments and suggestions recording

Compliments and suggestions are passed on to the Client Experience team to be recorded. When Social Security Scotland staff have high work volumes it is possible that fewer compliments and suggestions will be passed on. This may be the reason for lower volumes of compliments and suggestions received during 2020/21, as a result of the impact of COVID-19.

Corrections

The benefit type for a small number of past cases from 2019/20 has been updated in this publication, meaning fewer are 'not benefit specific' than previously reported.

Comparisons with DWP complaints statistics

The Department for Work and Pensions (DWP) has a different feedback process to Social Security Scotland, and as such, DWP complaints, compliments and suggestions statistics are not directly comparable to these statistics.

Further information about complaints at DWP and links to their latest statistics are available at: <https://www.gov.uk/government/collections/complaints-about-the-department-for-work-and-pensions>.

Related Social Security Scotland publications

Future research and statistics publications will be available through the Social Security Scotland 'Publications' webpage at: <https://www.socialsecurity.gov.scot/publications>.

An Official Statistics publication for Scotland

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e-mail: statistics.enquiries@scotland.gsi.gov.uk

How to access background or source data

The data collected for this statistical bulletin:

are available in more detail through statistics.gov.scot

are available via an alternative route. Summary tables are available at:

<https://www.gov.scot/collections/social-security-scotland-stats-publications/#socialsecurityscotlandfeedbackstatistics>

may be made available on request, subject to consideration of legal and ethical factors. Please contact MI@socialsecurity.gov.scot for further information.

cannot be made available by Scottish Government for further analysis as Scottish Government is not the data controller.

Complaints and suggestions

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