



Legal Aid  
Agency

**CCCG**

**DSCC**

# **Performance, Complaints and Customer Satisfaction**

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## Overview

- Performance Update
- Complaints and Actions
- Addressing Complaints
- Making a Complaint
- Customer Satisfaction

## Performance Update, February 2023

DSCC performance green and meeting Service Level Agreements, with one exception:

- 80.49% of calls answered within 30 seconds – exceeding target (80%)
- Average speed to answer 27 seconds or less – exceeding target (30 seconds)
- 94.84% calls answered by live operator – not meeting target (95%)
- 97.65% cases deployed within 5 mins – exceeding target (95%)
- 99.37% cases deployed within 15 mins – exceeding target (99%)

# Complaints and Actions

- 112 complaints raised against DSCC from March 2022 to February 2023. This equates to a justified complaints percentage of 0.00005917% (c.970,000 calls).
- 66 complaints were justified, 46 unjustified.

Complaint Type	Volume
Deployment	42
Call handling and technical	15
Admin	5
Logging	4

- Unjustified complaints are those where operator error is not the root cause.

## Addressing Complaints

- Timely supplier feedback to agents via Team Managers.
- Monthly performance reviews with Contract Manager, with action plans agreed and followed up with service credits where necessary.
- LAA work with supplier to enhance training materials.
- Supplier and duty rota team weekly checkpoint calls to ensure minimal rota disruption.
- Improved staffing and retention modelling.
- Monthly Root Cause Analysis work.
- Annual Data Cleansing to reduce contact errors.
- Contact detail update reminders issued to criminal legal aid providers.

## Making A Complaint

- <https://www.dutysolicitors.org> – for full details of DSCC Service
- [complaints@dutysolicitors.org](mailto:complaints@dutysolicitors.org) – 24/7 staffed mailbox; or in writing to:
- Defence Solicitor Call Centre  
Legal Aid  
First Floor  
Building D  
West Strand Business Park  
Preston  
PR1 8UY
- Contract requirement to resolve complaints within 15 business days.
- In the event of further issues, escalate via your Contract Manager.
- Please ensure complaints are fully detailed, including reference numbers.

## Customer Satisfaction – February 2023

- 50 Duty Solicitors and 50 Police representatives provide monthly feedback on DSCC service effectiveness.
- 100% user satisfaction with agent data capture, accuracy, deployment process, timeliness and attitude.
- Overall quality of service rated 7.72/10.
- Reducing callbacks to increase service speeds - by promoting website and email use – to log attendances and check details. DSCC User Manual at:  
<https://www.dutysolicitors.org/ords/laaprod/r/109/files/static/v40/DSCC%20User%20Manual%202022.pdf>



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