

**Complaints Monitoring Report**  
**Children and Families & Criminal Justice Social Work**

**Quarter 4 2020/21 – 1 January – 31 March 2021**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Total number of complaints received	13	8	10	5	10
Total number of complaints closed	6	13	11	6	8
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	67%	6	46%	6	54.5%	0	0%	5	62.5%
Number of complaints closed - Investigative	1	16.7%	7	54%	5	45.5%	6	100%	3	37.5%
Number of complaints closed - Escalated	1	16.7%	0	0%	0	0%	0	0%	0	0%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	2	50%	0	0%	0	0%	0	0%	2	40%
Number of Frontline complaints partially upheld	0	0%	1	16.7%	4	66.7%	0	0%	1	20%
Number of Frontline complaints not upheld	2	50%	5	83.3%	2	33.3%	0	0%	2	40%

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	14.3%	0	0%	0	0%	1	33.3%
Number of Investigative complaints partially upheld	0	0%	3	42.9%	2	40%	5	83.3%	2	66.7%
Number of Investigative complaints not upheld	1	100%	3	42.9%	3	60%	1	16.7%	0	0%

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	0	0%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Average time in working days for a full response - Frontline	4	36	8	N/A	4
Average time in working days for a full response - Investigative	15	31	34	20	18
Average time in working days for a full response - Escalated	13	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	4	100%	0	0%	2	33.3%	N/A	N/A	2	40%
Number of complaints closed within 20 working days - Investigative	1	100%	1	14.3%	2	40%	2	33.3%	2	66.7%
Number of complaints closed within 20 working days - Escalated	1	100%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2019/20		Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	100%	2	28.6%	1	100%	0	0%	1	33.3%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101002685200	Process	Upheld	Judy Robertson	Practice issues to be discussed at Social worker/Senior Social Worker meetings.
101002701982	Process/Procedure	Upheld	Louise Milne	The issue to amend practice has been addressed and importance of working in collaboration with families is to be revisited in Team meetings across the Social work teams.



<b>UPHELD OR PARTIALLY UPHELD COMPLAINTS</b>				
<b>ID</b>	<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action taken</b>
101002666176	Other	Upheld	Amelia Wilson	Apology given on behalf of service for any distress this may have caused and could have been avoided.
101002699307	Other	Partially Upheld	Grant McCutcheon	To be discussed via supervision.
101002688617	Complaint against staff	Partially Upheld	Grant McCutcheon	Apology issued and insurance given that future communication will be acknowledged within reasonable timescale and feedback provided.
101002715584	Complaint Against Staff	Partially Upheld	Grant McCutcheon	Were similar circumstances to arise in the future, social workers would seek the customers views on the arrangements for visits.