

Complaints Monitoring Report
Children and Families & Criminal Justice Social Work

Quarter 2 2023/24 – 1 July – 30 September 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
Total number of complaints received	7	6	13	10	9
Total number of complaints closed	2	5	10	9	5
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.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	4	80%	8	80%	6	67%	2	40%
Number of complaints closed - Investigative	2	100%	1	20%	1	10%	3	33%	2	40%
Number of complaints closed - Escalated	0	0%	0	0%	1	10%	0	0%	1	20%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	0	0%	0	0%	2	33%	0	0%
Number of Frontline complaints partially upheld	N/A	N/A	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	N/A	N/A	4	100%	0	0%	2	33%	0	0%
Number of Frontline complaints (Resolution)	0	0%	0	0%	8	100%	2	33%	2	100%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	1	33%	1	50%
Number of Investigative complaints partially upheld	2	100%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	0	0%	1	100%	1	100%	2	67%	1	50%
Number of Investigative complaints (Resolution)	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	1	100%
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	0	0%
Number of Escalated complaints (Resolution)	N/A	N/A	N/A	N/A	0	0%	N/A	N/A	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24
Average time in working days for a full response - Frontline	N/A	12	3	3	1
Average time in working days for a full response - Investigative	14	22	26	19	15
Average time in working days for a full response - Escalated	N/A	N/A	9	N/A	22

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	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	0	0%	6	75%	5	83%	2	100%
Number of complaints closed within 20 working days - Investigative	2	100%	0	0%	0	0%	3	100%	1	50%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	1	100%	N/A	N/A	0	0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q2 2022/23		Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	0	0%	2	25%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003371667	Other	Upheld	DR Laura Puhalak	<p>Details of complainants' new email address not updated leading to no invite to attend Social Work meeting their child.</p> <p>ACTION TAKEN: Email to all social workers reminding them to ensure that correspondence details for parents are up to date and correct. When a parent does not attend a meeting and there is not a clear understanding why they are not in attendance the reviewing officer must consider postponing the meeting to allow for their attendance.</p>

101003378899	Process	Partially Upheld	Lizette Van Zyl	<p>Complex complaint with several concerns raised. Two of the four heads of complaint were upheld, two were not. Complaint relates and questions the suitability of child placement.</p> <p>ACTION TAKEN: There needs to be clear guidance relating to foster and residential care placement breakdowns informed by any previous assessments. Clear guidance of cross-agency information sharing by workers supporting the child with lead professional prior to further discussion needs to be enforced.</p>
--------------	---------	------------------	-----------------	--