

Complaints Monitoring Report
Children and Families & Criminal Justice Social Work

Quarter 3 2023/24 – 1 October – 31 December 2023

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Total number of complaints received	6	13	10	9	13
Total number of complaints closed	5	10	9	5	13
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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	80%	8	80%	6	67%	2	40%	1	8%
Number of complaints closed - Investigative	1	20%	1	10%	3	33%	2	40%	7	54%
Number of complaints closed - Escalated	0	0%	1	10%	0	0%	1	20%	5	38%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	0	0%	2	33%	0	0%	1	100%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Frontline complaints not upheld	4	100%	0	0%	2	33%	0	0%	0	0%
Number of Frontline complaints (Resolution)	0	0%	8	100%	2	33%	2	100%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	1	33%	1	50%	4	57%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	0	0%	2	29%
Number of Investigative complaints not upheld	1	100%	1	100%	2	67%	1	50%	0	0%
Number of Investigative complaints (Resolution)	0	0%	0	0%	0	0%	0	0%	1	14%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	1	100%	N/A	N/A	0	0%	1	20%
Number of Escalated complaints partially upheld	N/A	N/A	0	0%	N/A	N/A	1	100%	3	60%
Number of Escalated complaints not upheld	N/A	N/A	0	0%	N/A	N/A	0	0%	1	20%
Number of Escalated complaints (Resolution)	N/A	N/A	0	0%	N/A	N/A	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24
Average time in working days for a full response - Frontline	12	3	3	1	16
Average time in working days for a full response - Investigative	22	26	19	15	43
Average time in working days for a full response - Escalated	N/A	9	N/A	22	30

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	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	0%	6	75%	5	83%	2	100%	0	0%
Number of complaints closed within 20 working days - Investigative	0	0%	0	0%	3	100%	1	50%	1	14%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	1	100%	N/A	N/A	0	0%	1	20%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q3 2022/23		Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	2	25%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	0	0%	4	33%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003389554	Process/Procedure	Upheld	Louise Milne	Clarity and communication of care plan for young person. ACTION TAKEN - Apology issued for communication issues. Communication strategy has now been implemented effectively.
101003397639	Other	Upheld	Louise Milne	Inadequate respite facilities and service provision for children with complex needs. All five Heads of complaint were upheld. ACTION TAKEN – Complex complaint with multiple heads. Varying actions taken to address each of the heads of complaint.

101003410604	Process/Procedure	Upheld	John Black	<p>Unnecessary delay in processing adoption application.</p> <p>ACTION TAKEN - Moray Council readily accepts that the delay in commencing the assessment was excessive and apology provided to the complainant.</p>
101003416875	Process/Procedure	Upheld	Lizette Van Zyl	<p>Insufficient provision of respite care. All three heads of complaint were upheld.</p> <p>ACTION TAKEN – A plan to restore the ‘Short Breaks’ provision has been formulated and full resumption is planned to take place in April 2024. Regular communication will be maintained with the complainant regarding the progress of ‘Short Breaks’ restoration. Families to be involved in commissioning of new services for children with disabilities.</p>
101003426232	Other	Upheld	Louise Milne	<p>Lack of availability of respite placements and leisure facilities for children with disabilities. Lack of communication. All heads of complaint upheld.</p> <p>ACTION TAKEN - A plan to restore the ‘Short Breaks’ provision has been formulated and full resumption is planned to take place in April 2024. Regular communication will be maintained with the complainant regarding the progress of ‘Short Breaks’ restoration.</p>
101003436994	Other	Upheld	Laura Brown	<p>Breach of confidentiality whereby information was sent to wrong person.</p> <p>ACTION TAKEN – Apology provided. MC to ensure more care is taken in providing confidential information.</p>
101003383337	Complaint against staff	Partially Upheld	Pam Urquhart	<p>Complaint regarding the actions and behaviour of social work member of staff. Six of the 12 heads of complaint upheld.</p>

				ACTION TAKEN – Social Worker to receive additional support/Supervision for workload management/reflection. A communication strategy will be developed to provide support for the complainant and all staff team working with child.
101003386633	Process	Partially Upheld	Gillian McIntosh	Request for change of social worker. Two of the six heads of complaint upheld. ACTION TAKEN - Communications strategy to be developed to help build stronger relationship between complainant and social worker.
101003411343	Other	Partially Upheld	Louise Milne	Lack of respite care provision. Two heads of complaint were not upheld. ACTION TAKEN - A plan to restore the 'Short Breaks' provision has been formulated and full resumption is planned to take place in April 2024. Assurances given that there is no plan to utilise Alba Place for emergency, longer term placements. The plan is to preserve Alba Place for short breaks as soon as the service is restored. Afterschool, weekend and holiday provision is currently in the process of being considered as detailed in the Children's Service Plan 2023-2026.
101003416853	Process/Procedure	Partially Upheld	John Black & Laura Puhalak	Negative Foster Care assessment with lack of explanation. Four of 11 heads of complaint upheld. ACTION TAKEN - A review of processes within the team have been carried out, particularly around timescales and sharing of information within timescales
101003418371	Process/Procedure	Partially Upheld	Pamela Urquhart, Team Manager	Complaint made regarding investigation carried out by Social Work and behaviour of Social Worker.

				ACTION TAKEN - Social Workers to discuss with team lead and at initial referral discussion, how to best include parents in care planning for their children when considering aspects of care and protection.
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