

Complaints Monitoring Report
Children and Families & Criminal Justice Social Work

Quarter 1 2024/25 – 1 April to 30 June 2024

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | Q4 2023/24 | Q1 2024/25 |
| Total number of complaints received | 10 | 9 | 13 | 14 | 7 |
| Total number of complaints closed | 9 | 5 | 13 | 9 | 10 |
| 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 | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | | Q1 2024/25 | |
| | number | % |
| Number of complaints closed - Frontline | 6 | 67% | 2 | 40% | 1 | 8% | 4 | 44% | 4 | 40% |
| Number of complaints closed - Investigative | 3 | 33% | 2 | 40% | 7 | 54% | 3 | 33% | 3 | 33% |
| Number of complaints closed - Escalated | 0 | 0% | 1 | 20% | 5 | 38% | 2 | 22% | 3 | 33% |

| Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-----|------------|------|------------|------|------------|-----|------------|-----|
| FRONTLINE | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | | Q1 2024/25 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | 2 | 33% | 0 | 0% | 1 | 100% | 1 | 25% | 0 | 0% |
| Number of Frontline complaints partially upheld | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 25% | 1 | 25% |
| Number of Frontline complaints not upheld | 2 | 33% | 0 | 0% | 0 | 0% | 2 | 50% | 2 | 50% |
| Number of Frontline complaints (Resolution) | 2 | 33% | 2 | 100% | 0 | 0% | 0 | 0% | 1 | 25% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|---|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|
| INVESTIGATIVE | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | | Q1 2024/25 | |
| | number | % |
| Number of Investigative complaints upheld | 1 | 33% | 1 | 50% | 4 | 57% | 1 | 33% | 2 | 67% |
| Number of Investigative complaints partially upheld | 0 | 0% | 0 | 0% | 2 | 29% | 1 | 33% | 1 | 33% |
| Number of Investigative complaints not upheld | 2 | 67% | 1 | 50% | 0 | 0% | 1 | 33% | 0 | 0% |
| Number of Investigative complaints (Resolution) | 0 | 0% | 0 | 0% | 1 | 14% | 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 | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | | Q1 2024/25 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Escalated complaints upheld | N/A | N/A | 0 | 0% | 1 | 20% | 0 | 0% | 0 | 0% |
| Number of Escalated complaints partially upheld | N/A | N/A | 1 | 100% | 3 | 60% | 2 | 100% | 1 | 33% |
| Number of Escalated complaints not upheld | N/A | N/A | 0 | 0% | 1 | 20% | 0 | 0% | 2 | 67% |
| Number of Escalated complaints (Resolution) | N/A | N/A | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |

| The average time in working days for a full response to complaints at each stage | | | | | |
|---|------------|------------|------------|------------|------------|
| RESPONSE TIME | Q1 2023/24 | Q2 2023/24 | Q3 2023/24 | Q4 2023/24 | Q1 2024/25 |
| Average time in working days for a full response - Frontline | 3 | 1 | 16 | 13 | 58 |
| Average time in working days for a full response - Investigative | 19 | 15 | 43 | 21 | 76 |
| Average time in working days for a full response - Escalated | N/A | 22 | 30 | 35 | 40 |

| 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 | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | | Q1 2024/25 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | 5 | 83% | 2 | 100% | 0 | 0% | 2 | 50 | 1 | 25% |
| Number of complaints closed within 20 working days - Investigative | 3 | 100% | 1 | 50% | 1 | 14% | 1 | 33% | 0 | 0% |
| Number of complaints closed within 20 working days - Escalated | N/A | N/A | 0 | 0% | 1 | 20% | 0 | 0% | 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 | Q1 2023/24 | | Q2 2023/24 | | Q3 2023/24 | | Q4 2023/24 | | Q1 2024/25 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints with an extension – Frontline | 0 | 0% | 0 | 0% | 0 | 0% | 1 | 25% | 1 | 25% |
| Number of complaints with an extension – Investigative or Escalated Investigative | 0 | 0% | 0 | 0% | 4 | 33% | 2 | 40% | 2 | 33% |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|---------------------------------------|-------------------|---------|---------------------|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101003410862 | Process/Procedure | Upheld | Lizette van Zyl | <p>Significant delay in Foster Care approval process, due to delay in provision of information from the decision maker as a result of an oversight.</p> <p>ACTION TAKEN: ADM and Service manager reminded about the adherence to timescales.</p> |
| 101003533512 | Process | Upheld | Tracy Stephen | <p>Child contact arrangements not adhered to.</p> <p>ACTION TAKEN: Contact to be rearranged and assurances given to adhere to conditions of the Compulsory Supervision Order regarding contact.</p> |

| | | | | |
|--------------|-------------------|------------------|-----------------|---|
| 101003504372 | Process/Procedure | Partially Upheld | Avril Laing | Delays in complaints process. ACTION TAKEN: Apology issued. |
| 101003520828 | Process | Partially Upheld | Lizette van Zyl | Lack of communication regarding the provision of further information leading to delay. ACTION TAKEN: Staff reminded about the importance of timely communication with service users. |
| 101003570020 | Process | Partially Upheld | Lizette van Zyl | Multiple heads of complaint with one upheld which related to a delay in being notified of financial assessment outcome. ACTION TAKEN: Procedures will be put in place to facilitate timely decision making. |