

Complaints Monitoring Report
Children and Families & Criminal Justice Social Work

Quarter 2 2025/26 – 1 July to 30 September 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Total number of complaints received	6	4	7	13	11
Total number of complaints closed	3	5	7	13	12
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 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	3	100%	0	0%	3	43%	9	69%	8	67%
Number of complaints closed - Investigative	0	0%	3	60%	4	57%	4	31%	2	17%
Number of complaints closed - Escalated	0	0%	2	40%	0	0%	0	0%	2	17%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	N/A	N/A	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	1	33%	N/A	N/A	0	0%	1	11%	1	13%
Number of Frontline complaints not upheld	1	33%	N/A	N/A	1	33%	6	67%	6	15%
Number of Frontline complaints (Resolution)	1	33%	N/A	N/A	2	67%	2	22%	1	13%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	N/A	N/A	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints partially upheld	N/A	N/A	3	100%	3	75%	1	25%	1	50%
Number of Investigative complaints not upheld	N/A	N/A	0	0%	1	25%	2	50%	1	50%
Number of Investigative complaints (Resolution)	N/A	N/A	N/A	N/A	0	0%	1	25%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q2 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	1	50%	N/A	N/A	N/A	N/A	0	0%
Number of Escalated complaints partially upheld	N/A	N/A	1	50%	N/A	N/A	N/A	N/A	0	0%
Number of Escalated complaints not upheld	N/A	N/A	0	0%	N/A	N/A	N/A	N/A	1	50%
Number of Escalated complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	50%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q2 2024/25	Q3 2024/25	Q4 2024/25	Q1 2025/26	Q2 2025/26
Average time in working days for a full response - Frontline	7	N/A	12	8	8
Average time in working days for a full response - Investigative	N/A	42	38	29	32
Average time in working days for a full response - Escalated	N/A	28	N/A	N/A	119

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 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	67%	N/A	N/A	0	0%	1	11%	3	38%
Number of complaints closed within 20 working days - Investigative	N/A	N/A	0	0%	0	0%	1	25%	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	0	0%	N/A	N/A	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 2024/25		Q3 2024/25		Q4 2024/25		Q1 2025/26		Q2 2025/26	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	N/A	N/A	0	0%	N/A	N/A	1	13%
Number of complaints with an extension – Investigative or Escalated Investigative	N/A	N/A	1	20%	0	0%	N/A	N/A	2	50%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003818370	Complaint against staff	Partially Upheld	Pamela Urquhart/Kristen Duncan	Complaint relating to communication regarding child taken into care and how complainant felt during contact sessions. Complainant requesting change of social workers. ACTION TAKEN – Apologies given for not maintaining ‘Communication Book’. Assurances given that book will kept up to date for complainant to be kept updated on progress of child.
101003808157	Process/Procedure	Partially Upheld	Sean Brown	Complaint regarding the actions taken by a social worker in training. ACTION TAKEN – Two from 4 heads of complaint were upheld. A brief will be circulated to staff in the Team by email and tabled in their next team meeting to share the importance to meet communication requests.
