COMPLAINTS MONITORING REPORT

SOCIAL CARE SERVICES – CHILDREN AND FAMILIES

Quarter 4 – January to March 2013
(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears** December 2012 to February 2013)

Acknowledgement Times – the number of complaints received and the percentage acknowledged within 2 working days with explanation if the target was not achieved.

Total No of complaints received	% Acknowledged within 2 working days	Target	Reason for Variance
6	100%	90%	-

Please note that the above figures refer to complaints received directly to the Department and do not include those received by the Chief Executive's Office which are acknowledged directly by that Department.

Response Times – The number of complaints replied to and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total No of Stage 1 complaints received	% Responded to within 20 working days	Target	Reason for Variance
8	62.5%	85%	One response date was extended to allow for full investigation following further information being provided by complainant. A second response date was extended due to the complexity of the issues raised. A third response was late due to scheduling delays in speaking to the appropriate individuals.

Please note that the above figures refer to response times for all complaints (i.e. those received by both the Department and Chief Executive's Office) received during the period.

Complaint Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman and response results where relevant.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 2	1	100%	85%	
Ombudsman	0	N/A		

Note: the number may relate to a complaint responded to in a previous period.

Complaint Outcomes – The number of complaints that were upheld or part upheld detailing what the complaints were about and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	**Outcome**	**Responsible Officer**	**Action Required**	**Date**
Process/ Procedure	Part upheld	Team Manager Fostering and Adoption	Redress – a foster carer review date was organised	5 March 2013
Complaint against staff	Part upheld	Area Team Manager	Reinforcement – an apology was given for Social Worker not having noted a meeting date in their diary	15 March 2013
Process/ Procedure	Part upheld	Team Manager	Redress – Future supervision by Criminal Justice staff on site in order to ensure the satisfactory discharge of any future community service sentence and utilisation of a more structured monitoring procedure capable of identifying any early difficulties.	20 March 2013
Complaint against staff	Part upheld	Childcare Team Manager	Redress – representation of social work on subject access group, reinforcement of requirement to comply with complaint process, update chronology of case and training on this topic, introduction of escalation procedure for caseworkers.	8 April 2013

COMPLAINTS MONITORING REPORT

SOCIAL CARE SERVICES – COMMUNITY CARE

QUARTER 4 – January - March 2012
(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears December 2012 - February 2013).**

Response Times – the number of complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total No of New Stage 1 complaints received	% Responded to within 20 Working Days	Target	Reason for Variance
17 (including 4 MSP enquiries)	53%	85%	Contact was made either by telephone or holding letter in 3 cases. The other 5 complaints were resolved within 26 days

Complaints Outcomes – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman / Complaints Review Committee (CRC) and response results where relevant.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 2	0	n/a	85%	
CRC	0	n/a	100%	
Ombudsman	0	n/a		

Note: the number may relate to a complaint responded to in a previous period.

The number of complaints that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action required	Date
Stage 1 – Process/Procedure	Upheld	Service Manager – Care at Home	Reinforcement: Apology given, staff reminded of procedure re emergency situations and informing families.	16/12/2012
Stage 1 – Complaint against Staff	Part upheld	Service Manager – Occupational Therapy	Reinforcement: There has been a clarification of roles/remit of staff and improved communication	04/01/2013
Stage 1 – Process/Procedure	Upheld	Service Manager – Access Team	Reinforcement: Service manager apologised re lack of clarity over care arrangement and assured complainant that measures are in place to ensure this kind of situation does not occur in the future.	08/01/2013

Type of Complaint	Outcome	Responsible Officer	Action required	Date
MSP/MP – Complaint Against Service - Assessment	Upheld	Service Manager – Care at Home	Reinforcement: Apology given, management action taken re ensuring teams operate at expected standards	10/01/2013
Stage 1 – Complaint Against Staff	Upheld	Service Manager – Care at Home	Reinforcement: Carer no longer attending this client. Meeting arranged with carer regarding their professional practice	21/01/2013
MSP/MP – Other	Part upheld	Service Manager - Community Care - Moray West	Reinforcement: Seeking clarification regarding referral from GP for support needs and seeking to address issues with this process.	28/01/2013
Stage 1 – Complaint Against Service - Residential Care	Upheld	Service Manager - Commissioning	Reinforcement: Provider conducting an internal investigation. Actions will be set and timescales for improvements made. Following this Moray Council will monitor the service to ensure the improvements take place.	01/02/2013
Stage 1 – Complaint Against Staff	Part upheld	Service Manager – Access Team	Redress: Training will be reviewed to look at investigatory interviews. Instigate process change to provide written outcomes information to individuals post ASP interview.	05/02/2013
Stage 1 – Other	Part upheld	Service Manager – Access Team	Reinforcement: Review how service users are informed of any investigation	16/01/2013
Stage 1 – Complaint against Staff	Upheld	Service Manager – Care at Home	Reinforcement: Importance of recording information reiterated to staff.	14/02/2013

COMPLAINTS MONITORING REPORT

CORPORATE SERVICES

QUARTER 4 – January to March 2013
(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears** December 2012 – February 2013)

Response Times – the number of Investigative Stage complaints replied to and the percentage responded to within 20 working days with explanation as to why the target figure was not achieved if it was not.

% Responded to within 20 working days				
	Total	**Actual**	**Target**	**Reason for Variance**
Quarter 4	4	3 (75%)	85%	One response was 5 days late; the complainant was contacted to inform them of the delay.
Year to Date	**4**	**3 (75%)**	85%	

Complaints Outcomes – the number of complaints within the reporting period that were either Investigative or progressed to Ombudsman.

	Number of complaints progressed	
	Investigative	**Ombudsman**
Quarter 4	4	0
Year to date	**4**	**0**

Complaint Outcomes – Complaints within the reporting period that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Section	**Type of Complaint**	**Outcome**	**Responsible Officer**	**Action Taken**
Revenues	Council Tax	Part Upheld	Taxation Manager	Redress – Apology given to complainant.
Revenues	Council Tax	Part Upheld	Taxation Manager	Reinforcement – Staff reminded of policy.

COMPLAINTS MONITORING REPORT

DEVELOPMENT SERVICES

QUARTER 4 – January to March 2013
(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears** December – February 2013)

Response Times – the number of Investigative Stage complaints replied to and the percentage responded to within 20 working days with explanation as to why the target figure was not achieved if it was not.

% Responded to within 20 working days				
	Total	**Actual**	**Target**	**Reason for Variance**
Quarter 4	8	2 (25%)	No Target	One response was 5 days late because the complaint was complex and it took time to collect information from all the parties involved. The other late response was19 days overdue because the officer who was responding to this complaint had a very large workload at that time and was unable to respond sooner on this.
Year to Date	**8**	**2 (25%)**	No Target	

Complaints Outcomes – the number of complaints within the reporting period that were either Investigative or progressed to Ombudsman.

	Number of complaints progressed	
	Investigative	**Ombudsman**
Quarter 4	8	0
Year to date	**8**	**0**

Complaint Outcomes – Complaints within the reporting period that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Section	**Type of Complaint**	**Outcome**	**Responsible Officer**	**Action Taken**
Environmental Health	Complaint against staff	Part Upheld	Community Safety Co-ordinator	Redress - An apology was given and the officer involved was reminded of customer policy

Section	Type of Complaint	Outcome	Responsible Officer	Action Taken
Development Management	Process/ Procedure	Part Upheld	Service Manager	This complaint was part-upheld due to the delay in responding. This particular complaint should not have gone through the complaints procedure and was dealt with under the Planning Enforcement procedure.
Development Management	Planning Permission	Part - Upheld	Service Manager	Reinforcement. – Officers were reminded of the importance of responding to correspondence within agreed timescales.

COMPLAINTS MONITORING REPORT

DIRECT SERVICES

QUARTER 4 – January to March 2013
(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears** December – February 2013)

Response Times – the number of Investigative Stage complaints replied to and the percentage responded to within 20 working days with explanation as to why the target figure was not achieved if it was not.

% Responded to within 20 working days				
	Total	**Actual**	**Target**	**Reason for Variance**
Quarter 4	3	3 (100%)	No Target	
Year to Date	**3**	**3 (100%)**	No Target	

Complaints Outcomes – the number of complaints within the reporting period that were either Investigative or progressed to Ombudsman.

	Number of complaints progressed	
	Investigative	**Ombudsman**
Quarter 4	3	0
Year to date	**3**	**0**

Complaint Outcomes – Complaints within the reporting period that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

No complaints were upheld or part upheld in the reporting period.

COMPLAINTS MONITORING REPORT

EDUCATION AND SOCIAL CARE SERVICES

Quarter 4 – January to March 2013
(Note: to avoid reporting response times across quarters, the reporting period is calculated **one month in arrears** December 2012 to February 2013)

Response Times – The number of investigative stage complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total no. of Investigative Stage complaints received	% Responded to within 20 Working Days	Reason for Variance
6	6	All complaints responded to within 20 working days.

Complaint Outcomes – Of the 6 investigative stage complaints received in the fourth quarter 2 were either upheld or part upheld. Details of what the complaints were about and what remedial action has been put in place to ensure that the situation does not happen again are listed below.

Type of Complaint	Outcome	Responsible Officer	Action Taken	Date
Complaint against staff	Part upheld	Quality Improvement Officer	Review / Advice: Apology sent to assure that issues will not reoccur.	14/01/2013
Process / Procedure	Upheld	Head of Lifelong Learning, Culture	Redress: Apology and staff reminded to be aware of future public holiday dates.	30/01/2013

2012/13 QUARTER 4 PERFORMANCE REPORT – HOUSING AND PROPERTY SERVICES

COMPLAINTS

Service Outcomes and Performance Indicators	Target	2011/12			2012/13			Indicator Type			
		3rd Qtr	4th Qtr	Annual	3rd Qtr	4th Qtr	Annual	Reported Nationally	Service Outcome	Service Standard	Local Indicator
1) No. of complaints received in period		15	33	95	24	44	123				✓
2) No. of complaints acknowledged by housing		13	28	66	15	32	84				✓
3) % acknowledged within 3 working days	100%	100%	96%	90%	100%	100%	100%				✓
4) No. of 20 day complaints answered in period		20	28	98	28	37	105				✓
5) % answered within 20 working days	100%	100%	96%	94%	100%	95%	92%				✓
6) No. of 20 day complaints where time to respond was extended		3	9	26	0	2	5				✓
7) Analysis of 20 day complaints upheld/part-upheld		8	14	39	5	8	26				✓
8) % of 20 day complaints upheld/upheld		40%	50%	40%	33%	18%	23%				✓
9) No. of 5 day frontline resolution complaints received in period					21	13	34				✓
10) No. of 5 day frontline resolution complaints answered in period					21	12	33				✓
11) % answered in 5 working days					100%	100%	100%				✓
12) Analysis of 5 day complaints upheld/part-upheld					6	4	10				✓
13) % of 5 day complaints upheld/part-upheld					29%	25%	30%				✓

20 Day Responses

Outcome	Type of Complaint	Responsible Officer	Action Required	Date
Part Upheld	Complaint against staff	Asset Manager	Response sent apologising to tenant.	
Upheld	Complaint against staff	Housing Services Manager	Apology given for lack of service received and staff reminded of customer care standards.	
Part Upheld	Repairs/Capital/Planned Maintenance	Building Services Manager	Apology and ex gratia payment given as well as remainder of works carried out.	
Part Upheld	Repairs/Capital/Planned Maintenance	Housing Services Manager	Member of staff reminded of the standards of customer service expected.	

Outcome	Type of Complaint	Responsible Officer	Action Required	Date
Upheld	Complaint against staff	Building Services Manager	Apology given and members of staff informally disciplined and issued with copies of the Council's Employee Code of Conduct.	
Part Upheld	Repairs/Capital/Planned Maintenance	Building Services Manager	Apology given and ex gratia payment given.	
Upheld	Repairs/Capital/Planned Maintenance	Building Services Manager	Apology given for miscommunication and repair carried out.	
Upheld	Other	Housing Services Manager	Apology given for the confusion caused.	

5 Day Responses

Outcome	Type of Complaint	Responsible Officer	Action Required	Date
Part Upheld	Repairs/Capital/Planned Maintenance	Building Services Manager	Apology given on length of time repair has taken and appropriate action taken.	
Upheld	Other	Housing Services Manager	Apology given and new form issued.	
Part Upheld	Repairs/Capital/Planned Maintenance	Building Services Manager	Decoration vouchers requested on 08/03/13.	
Part Upheld	Repairs/Capital/Planned Maintenance	Building Services Manager	Arrangements were made to have the bins emptied prior to tenant moving in.	

7. MSP ENQUIRIES

Service Outcomes and Performance Indicators		Target	2011/12			2012/13			Indicator Type			
			3rd Qtr	4th Qtr	Annual	3rd Qtr	4th Qtr	Annual	Reported Nationally	Service Outcome	Service Standard	Local Indicator
1)	No. of enquiries received in period		8	7	40	19	25	66				✓
2)	No. of enquiries acknowledged by housing		4	1	6	0	0	6				✓
3)	% acknowledged within 3 working days	100%	100.0%	100.0%	100.0%	0%	0%	100%				✓
4)	No. of enquiries answered in period		8	11	51	13	24	58				✓
5)	% answered within 20 working days	100%	100.0%	100%	98%	100%	96%	92%				✓
6)	No. of enquiries where time to respond was extended		1	4	10	3	2	5				✓