

**REPORT TO: CHILDREN AND YOUNG PEOPLE'S SERVICES COMMITTEE ON
11 JUNE 2008**

SUBJECT: MONITORING REPORT: COMPLAINTS PROCEDURES

BY: DIRECTOR OF EDUCATIONAL SERVICES

1. REASON FOR REPORT

1.1 The Committee is asked to consider the details of complaints received during the period 1 March to 30 April 2008.

1.2 This report is submitted to Committee in terms of Section D(1) to (22) of the Council's Administrative Scheme relating to the functions referred or delegated to the Education and Social Services Committee.

2. RECOMMENDATION

2.1 It is recommended that the Committee scrutinises the Complaints Procedure Monitoring Report for the period 1 March to 30 April 2008.

3. BACKGROUND

3.1 At the meeting of Audit and Performance Review Committee on 14 June 2006, the Committee noted that a monitoring report would be submitted to this Committee on a quarterly basis. The Committee is asked to review the analysis of complaints received by Educational Services during the period 1 March to 30 April 2008 contained in **Appendix 1**. The main issues can be summarised as follows:

3.2 This department has received 5 complaints during the period 1 March to 30 April 2008. All complaints must be acknowledged within 3 working days and a final response provided within 20 working days. All 5 complaints were acknowledged within 3 working days. A response has been provided for 4 of the 5 complaints within 20 working days. It is anticipated that a response to the remaining complaint will be provided within the 20 working days deadline. Further detail is provided in **Appendix 1**.

4. SUMMARY OF IMPLICATIONS

(a) Corporate Development Plan/Community Plan/Service Improvement Plan

None.

(b) Policy and Legal

None.

(c) Resources (Financial, Risks, Staffing and Property)

None.

(d) Consultations

None required.

5. CONCLUSION

- 5.1 It is recommended that the Committee scrutinises the Complaints Procedure Monitoring Report for the period 1 March to 30 April 2008 as set out in Appendix 1 to the report.**

Author of Report: Donald M Duncan, Director of Educational Services

Background Papers:

Ref: DMD/JR/Reports/Children and Young People's Services Committee/
11 June 2008/Monitoring Report: Complaints Procedures

APPENDIX 1**EDUCATIONAL SERVICES****DEPARTMENTAL COMPLAINTS MONITORING REPORT
1 MARCH TO 30 APRIL 2008**

Number of complaints received	% acknowledged in 3 working days		
	Jan - Feb 08	Target	Reason for variance
5	100%	100%	

Number of complaints received	% of responses provided in 20 working days		
	Jan - Feb 08	Target	Reason for variance
5	100%	75%	4 of the 5 responses have been provided for complaints received during the reporting period. The response date for the remaining complaint is due on 23 May 2008

Number of complaints received	Outcome of investigations			
	Upheld	Partially upheld	Not upheld	Action plan instigated
4 (investigation of remaining complaint not due to be completed until 23 May 2008)	2	1	1	Action plans have been instigated to address the issues raised in the 3 complaints which have been upheld / partially upheld