

**REPORT TO: CHILDREN AND YOUNG PEOPLE'S SERVICES COMMITTEE ON
20 AUGUST 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 May to 31 July 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 May to 31 July 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 May to 31 July 2008 contained in **Appendix 1**. The main issues can be summarised as follows:

3.2 This department has received 13 complaints during the period 1 May to 31 July 2008. All complaints must be acknowledged within 2 working days and a final response provided within 20 working days. 11 complaints were acknowledged within 2 working days and 2 complaints were acknowledged within 4 working days. A response has been provided for 9 complaints within 20 working days and 1 complaint within 30 days. It is anticipated that a response to 3 complaints which were received by Educational Services at the end of this reporting period 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 May to 31 July 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/
20 August 2008/Monitoring Report: Complaints Procedures

APPENDIX 1**EDUCATIONAL SERVICES****DEPARTMENTAL COMPLAINTS MONITORING REPORT
1 MAY TO 31 JULY 2008**

Number of complaints received	% acknowledged in 2 working days		
	May – July 08	Target	Reason for variance
13	85%	100%	Staff absence (1) Acknowledged by Corporate Services (1)

Number of complaints received	% of responses provided in 20 working days		
	May – July 08	Target	Reason for variance
13	90%	75%	9 of 10 responses have been provided within 20 working days and 1 response provided within 30 days. The response dates for the 3 remaining complaints are due after 31 July 2008

Number of complaints received	Outcome of investigations			
	Upheld	Partially upheld	Not upheld	Action plan instigated
13 (investigation of remaining complaints not due to be completed until after this reporting period)	1	2	7	Action plans have been instigated to address the issues raised in the complaints which have been upheld (1) and partially upheld (2)