

COMMUNITY SERVICES COMPLAINTS MONITORING REPORT APPENDIX 1

QUARTER (One – April – June 2008)

Acknowledgement Times – The number of complaints received and the percentage acknowledged within 3 working days with explanation as to why the target figure was not achieved if it was not. (Target is 90%)

Service	% Acknowledged in 3 Working Days			
	Total No of complaints received	% Acknowledged within target time	Target	Reason for Variance
Children & Families	2	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 as to why the target figure was not achieved if it was not. (Target is 75%)

Service	% Answered in 20 Working Days			
	Total No: of complaints replied to	% responded to within target time	Target	Reason for Variance
Children & Families	7	86%	75%	

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 – 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.

Department	Type of Complaint	Outcome	Responsible Officer	Action Required	Date
Children & Families	LAC Review postponed (x2) & delay in distribution of papers	Part upheld – additional time required for legal assessment & staff illness.	J Grant	New date fixed and apologies for delays	17.04.08
Children & Families	LAC Review cancelled	Upheld – staff illness.	A MacDonald	New date fixed	18.06.08