

**REPORT TO: CHILDREN & YOUNG PEOPLE SERVICES COMMITTEE 20
AUGUST 2008**

**SUBJECT: COMPLAINTS MONITORING REPORT, FIRST QUARTER,
APRIL – JUNE 2008**

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 The Committee is invited to scrutinise the Complaints Monitoring information for Children, Families Services, for the quarter, 1st April to 30th June 2008, as detailed in **APPENDIX 1** to the report.
- 1.2 This report is submitted to Committee in terms of the Council's Administrative Scheme relating to exercising the functions of the Council as Social Work Authority under the Social Work (Scotland) Act 1968.

2. RECOMMENDATION

- 2.1 **It is recommended that the Committee scrutinise the information contained within APPENDIX 1.**

3. BACKGROUND

- 3.1 During quarter one, two complaints were received by the Children & Families Department.
 - 3.1.1 Acknowledgements
Across Children and Families, all complaints were acknowledged within the three working days target.
 - 3.1.2 Responses
One complaint received by Children & Families due for response by the end of the quarter was responded to outside the designated time, however the service target was still met.
 - 3.1.3 Upheld Complaints
Within the Children & Families Service, of the two complaints received, one was part upheld and one was upheld. Action has been taken in respect of both of these complaints and details are given in **APPENDIX 1**.

4. REVIEW OF COMPLAINTS HANDLING

- 4.1 A revised complaints handling policy and procedure has been recently approved and is currently being implemented. This will include the full implementation of administration systems to consistently capture complaints across Moray as well as procedures to consistently respond to complaints

within timescales. Staff briefings on the new procedures have been undertaken and then new system became operational on 1 July 2008.

5. **SUMMARY OF IMPLICATIONS**

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

This report is in line with the Working Principles – Delivering the Plan, objective number 5, Accountable to the Public, within the Corporate Plan.

(b) **Policy and Legal**

This report covers the local reporting requirements for complaints monitoring.

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

None.

(d) **Consultations**

Consultation has taken place with the Head of Children & Families and the Quality Assurance Manager who are in agreement with the information set out in **APPENDIX 1**.

6. **CONCLUSION**

- 6.1 It is recommended that the Committee scrutinise the information as detailed in **APPENDIX 1** to the report.

Author of Report: Gavin McClafferty, Research & Information Officer

Background Papers: Held by Author

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