

**REPORT TO: CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEE ON
7 OCTOBER 2009**

**SUBJECT: COMPLAINTS MONITORING REPORT, FIRST QUARTER,
APRIL – JUNE 2009**

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

1.1 The Committee is invited to note and scrutinise the Complaints Monitoring information for Children and Families Services, for the quarter, 1 April to 30 June 2009, 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 the exercise of the function 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, eight 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

All complaints received by Children and Families and due for response by the end of the quarter were responded to within the target time.

3.1.3 Upheld Complaints

During the reporting quarter, four complaints were part upheld within the Children & Families Service. Action has been taken in respect of all eight 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 has been implemented. This includes 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 delivered.

5. SUMMARY OF IMPLICATIONS

(a) Single Outcome Agreement/Service Improvement Plan

This report is in line with National Outcome 8 – We have improved the life chances for children, young people and families at risk.

(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 information set out in **APPENDIX 1**.

6. CONCLUSION

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

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Background Papers: held by author
Ref: HB670661

Signature: _____

Date: 22 September 2009

Designation: Director of Community Services

Name: Sandy Riddell

COMMUNITY SERVICES COMPLAINTS MONITORING REPORT**QUARTER (One – April – June 2009)**

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 2 Working Days			
	Total No of complaints received	% Acknowledged within target time	Target	Reason for Variance
Children & Families	8	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	9	100%	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	Against Staff	part-upheld	Jennifer Gordon	Reinforcement – staff member asked to reflect on how s/he may maintain a more balanced tone at future meetings.	08.05.09
Children & Families	Personal Data/ Information	part-upheld	Gordon Sinclair	Redress – minutes of meeting amended to ensure clarity.	18.05.09
Children & Families	Against Staff	part-upheld	Jennifer Gordon	Redress – in seeking improved communication agreed to change chair of meeting.	01.07.09
Children & Families	Process/ Procedure	part-upheld	Gordon Sinclair	Redress – apologies for delay in responding to original request. Will re-consider request.	16.07.09