

**REPORT TO: CHILDREN AND YOUNG PEOPLE'S SERVICES COMMITTEE ON
2 DECEMBER 2009**

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 July to 30 September 2009.

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 Children and Young People's Services Committee.

2. RECOMMENDATION

2.1 It is recommended that the Committee scrutinises and notes the Complaints Procedure Monitoring Report for the period 1 July to 30 September 2009.

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 July to 30 September 2009 contained in **Appendix 1**. The main issues can be summarised as set out in 3.2.

3.2 This department has received 13 complaints during the period 1 July to 30 September 2009. 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 the remaining 2 complaints were acknowledged within 9 and 10 days respectively. A response has been provided for 13 complaints within 20 working days. Further detail is provided in **Appendix 1**.

4. SUMMARY OF IMPLICATIONS

(a) Single Outcome Agreement / Service Improvement Plan

Single Outcome Agreement - Key Priority 10:

Efficiencies – delivering and developing governance, performance management and accountability to the local community.

(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 and notes the Complaints Procedure Monitoring Report for the period 1 July to 30 September 2009 as set out in Appendix 1 to the report.

Author of Report: Lesley Manson, Principal Administrative Officer

Background Papers:

Ref: DMD/JR/Reports/Children and Young People's Services Committee/
2 December 2009/Monitoring Report: Complaints Procedures

APPENDIX 1**EDUCATIONAL SERVICES****DEPARTMENTAL COMPLAINTS MONITORING REPORT
1 July to 30 September 2009**

Number of complaints received	% acknowledged in 2 working days		
	Jul - Sep 09	Target	Reason for variance
13	85%	100%	2 complaints acknowledged by Chief Executive's section within 9 and 10 days respectively due to backlog of work related to flooding incident.

Number of complaints received	% of responses provided in 20 working days		
	Jul – Sep 09	Target	Reason for variance
13	100%	75%	

Number of complaints received				
	Upheld	Partially upheld	Not upheld	Information only for MSP enquiries
13	2	1	4	6

Outcome of investigations (upheld /partially upheld) and action taken			
Details	Upheld / partially upheld	Action taken	Investigating officer
Parent concerned about the lack of provision of specialist support for child with autism. Recommendations previously made to provide specialist support not implemented.	Partially upheld	Specialist support has now been implemented. Apology given to the parent for the delay in providing the specialist support.	R Donald
Grandparents concerned about the way in which their grandchild's Co-ordinated Support Plan (CSP) has been managed within school. Initial complaint dealt with, but follow-up letter from the grandparents referred to other related issues. This is being progressed as Stage 2 of the original complaint.	Upheld	Unreserved apology offered to the grandparents, acknowledging that the school did not meet the conditions as set out in departmental guidance. Further issues currently being progressed as a Stage 2 complaint.	R Donald (Stage 1) I Augustus (Stage 2)
Parent concerned about the length of time taken to finalise a CSP and Individualised Education Plan (IEP) for child. Although technically correct that the CSP and IEP were not completed within the target timescale, this was largely because of ongoing discussion and debate with the parents on the targets being set for the pupil.	Upheld	Apologies extended to the parent for the delay in progressing the CSP and IEP, both of which have now been completed.	R Donald