

**REPORT TO: CHILDREN AND YOUNG PEOPLE'S SERVICES COMMITTEE ON  
17 FEBRUARY 2010**

**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 October to 31 December 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 October to 31 December 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 October to 31 December 2009 contained in **Appendix 1**. The main issues can be summarised as set out in 3.2.

3.2 This department has received 9 complaints during the period 1 October to 31 December 2009. All complaints must be acknowledged within 2 working days and a final response provided within 20 working days. 9 complaints were acknowledged within 2 working days. A response has been provided for 7 complaints within 20 working days and responses to the remaining 2 complaints were provided in 22 days and 26 days respectively. 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 October to 31 December 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/  
17 February 2010/Monitoring Report: Complaints Procedures

**APPENDIX 1****EDUCATIONAL SERVICES****DEPARTMENTAL COMPLAINTS MONITORING REPORT  
1 October to 31 December 2009**

| Number of complaints received | % acknowledged in 2 working days |        |                     |
|-------------------------------|----------------------------------|--------|---------------------|
|                               | Oct – Dec 09                     | Target | Reason for variance |
| 9                             | 100%                             | 100%   |                     |

| Number of complaints received | % of responses provided in 20 working days |        |                     |
|-------------------------------|--|--------|---------------------|
|                               | Oct – Dec 09                               | Target | Reason for variance |
| 9                             | 78%  | 75%    |                     |

| Number of complaints received |        |                  |            |                                    |
|-------------------------------|--------|------------------|------------|------------------------------------|
|                               | Upheld | Partially upheld | Not upheld | Information only for MSP enquiries |
| 9                             | 0      | 1                | 3          | 5                                  |

| Outcome of investigations (upheld /partially upheld) and action taken  |                           |   |                       |
|--|---------------------------|---|-----------------------|
| Details  | Upheld / partially upheld | Action taken  | Investigating officer |
| Parent requesting effective management of diabetes in school following non-adherence to pupil's individual diabetes sheet. General enquiry about policy and procedures for administration of medicines in schools. | Partially upheld          | Apology offered to parent, acknowledging that an error was made regarding advice in pupil's individual diabetes sheet. Clarification also provided regarding national / local policy on administration of medicines in schools. | R Donald              |