

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

**SUBJECT: COMPLAINTS MONITORING REPORT, THIRD QUARTER,  
OCTOBER – DECEMBER 2009**

**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, 1 October to 31 December 2009, as detailed in **APPENDIX 1** to the report.

1.2 This report is submitted to Committee in terms 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 notes and scrutinises the information contained within APPENDIX 1.**

**3. BACKGROUND**

3.1 During quarter three, two complaints were received by the Children & Families Division.

3.1.1 Acknowledgements

Across Children and Families, no complaints were acknowledged outwith the two 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, one complaint was part upheld and one was not upheld within the Children & Families Division. Action has been taken in respect of the part upheld complaint and details are given in **APPENDIX 1**.

3.1.4 Letters of Thanks

During quarter three, one letter of thanks was received by the Children & Families Division. The letter thanked a Social Worker and Family Support Worker, from the Moray West Child Care Team, for the help they had given to the correspondent's relatives during what was described as some of the most difficult times in their lives.

**4. 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 who is in agreement with information set out in **APPENDIX 1**.

**5. CONCLUSION**

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

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Background Papers: held by author  
Ref: HB731273

**COMMUNITY SERVICES COMPLAINTS MONITORING REPORT****QUARTER (Three – October – December 2009)**

Acknowledgement Times – The number of complaints received and the percentage acknowledged within 2 working days with explanation as to why the target figure was not achieved if it was not. (Target is 100%)

Service	% Acknowledged in 2 Working Days			
	Total No of complaints received	% Acknowledged within target time	Target	Reason for Variance
Children & Families	2	100%	100%	

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 85%)

Service	% Answered in 20 Working Days			
	Total No: of complaints replied to	% Responded to within target time	Target	Reason for Variance
Children & Families	2	100%	85%	

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 – Social Work	Foster Care	Part-upheld	Graeme Rizza/ Dave Cameron	A meeting to be convened between birth mother, foster carers and social work to discuss communication and decision making in order to avoid future miscommunication.	21.12.09