

**REPORT TO: CHILDREN AND YOUNG PEOPLE'S SERVICES COMMITTEE ON
9 JUNE 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 January to 31 March 2010.

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 January to 31 March 2010.

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 January to 31 March 2010 contained in **Appendix 1**. The main issues can be summarised as set out in 3.2.

3.2 This department has received 14 complaints during the period 1 January to 31 March 2010. All complaints must be acknowledged within 2 working days and a final response provided within 20 working days. 14 complaints were acknowledged within 2 working days. A response has been provided for 12 complaints within 20 working days, and the remaining 2 complaints are currently being investigated. 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 January to 31 March 2010 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/
9 June 2010/Monitoring Report: Complaints Procedures

APPENDIX 1**EDUCATIONAL SERVICES****DEPARTMENTAL COMPLAINTS MONITORING REPORT
1 January to 31 March 2010**

Number of complaints received	% acknowledged in 2 working days		
	Jan-March 2010	Target	Reason for variance
14	100%	100%	

Number of complaints received	% of responses provided in 20 working days		
	Jan-March 2010	Target	Reason for variance
14	86%	75%	

Number of complaints received				
	Upheld	Partially upheld	Not upheld	Information only for MSP enquiries
14 (2 currently being investigated)	0	2	5	5

Outcome of investigations (upheld /partially upheld) and action taken			
Details	Upheld / partially upheld	Action taken	Investigating officer
Pupil involved in a playground incident and Head Teacher investigated the circumstances. Parent unhappy about Head Teacher's findings, and had been concerned that Head Teacher did not contact the parents to advise them of the playground incident.	Partially upheld	Investigating Officer satisfied with the Head Teacher's findings. However, complaint relating to the non-communication with parents after the playground incident was partially upheld.	J Trodden
Customer at library counter unhappy at waiting for service while staff member answered telephone. Customer requesting that the Council amends the current policy of answering phones within four rings.	Partially upheld	Complaint has highlighted the need for staff to be reminded of the process / guidelines for answering the telephones.	A Campbell