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**REPORT TO: CHILDREN & YOUNG PEOPLE'S SERVICES COMMITTEE  
ON 9 JUNE 2010**

**SUBJECT: COMPLAINTS MONITORING REPORT, FOURTH QUARTER,  
JANUARY – MARCH 2010**

**BY: DIRECTOR OF COMMUNITY SERVICES**

**1. REASON FOR REPORT**

1.1 The Committee is invited to scrutinise and note the Complaints Monitoring information for Children, Families Services, for the quarter, 1 January to 31 March 2010, as detailed in **APPENDIX 1** to the report.

1.2 This report is submitted to Committee in terms of Section D (23) of the Council's Administrative Scheme relating to developing and monitoring the Council's Performance Management Framework for Children & Young People's Services.

**2. RECOMMENDATION**

2.1 **It is recommended that the Committee note the information contained within APPENDIX 1.**

**3. BACKGROUND**

3.1 During quarter four, four complaints were received by the Children & Families Department and one complaint was received by the Chief Executives Department.

3.1.1 Acknowledgements

Across Children and Families, all complaints were acknowledged within 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 upheld within the Children & Families Service. Action has been taken in respect of this complaint and details are given in **APPENDIX 1**.

### 3.1.4 Letters of Thanks

During quarter four, one letter of thanks was received by the Children & Families Division. The letter thanked the Moray Council and in particular a specific Social Worker for great effort in transporting the family of an accommodated young person to an Open Day.

## 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 and the Quality Assurance Manager who are in agreement with information set out in **APPENDIX 1**.

## 5. CONCLUSION

### 5.1 **It is recommended that the Committee note the information as detailed in APPENDIX 1 to the report.**

Author of Report: Gavin McClafferty, Research & Information Officer

Background Papers: held by author

Ref: HB779513

Signature: 

Date: 27 May 2010

Designation: Director of Community Services

Name: Sandy Riddell

**APPENDIX 1**

**COMMUNITY SERVICES COMPLAINTS MONITORING REPORT**

**QUARTER (Four – January – March 2010)**

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	4	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	5	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	Allowances	Upheld	Graeme Rizza	Back payment proposed and accepted.	20.01.10