

**REPORT TO: EDUCATION AND SOCIAL SERVICES COMMITTEE ON
13 FEBRUARY 2008**

SUBJECT: MONITORING REPORT: COMPLAINTS PROCEDURES

BY: DIRECTOR OF EDUCATIONAL SERVICES

1. REASON FOR REPORT

1.1 To bring to the Committee's attention, details of complaints received during the period 1 November to 31 December 2007.

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 the Education and Social Services Committee.

2. RECOMMENDATION

2.1 That the Committee scrutinises the Complaints Procedure Monitoring Report for the period 1 November to 31 December 2007.

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 November to 31 December 2007 contained in **Appendix 1**. The main issues can be summarised as follows:

3.2 This department has received 3 complaints during the period 1 November to 31 December 2007. All complaints must be acknowledged within 3 working days and a final response provided within 20 working days. All 3 complaints were acknowledged within 3 working days. A response has been provided for 2 of the complaints within 20 working days. The response date for the remaining complaint is 1 February 2008. Further detail is provided in **Appendix 1**.

4. SUMMARY OF IMPLICATIONS

(a) Corporate Development Plan/Community Plan/Service Improvement Plan

None.

(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 the Complaints Procedure Monitoring Report for the period 1 November to 31 December 2007 as set out in Appendix 1 to the report.**

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Background Papers:

Ref: DMD/JR/Reports/Education and Social Services Committee/
13 February 2008/Monitoring Report: Complaints Procedures

APPENDIX 1**EDUCATIONAL SERVICES****DEPARTMENTAL COMPLAINTS MONITORING REPORT
1 NOVEMBER TO 31 DECEMBER 2007**

Number of complaints received	% acknowledged in 3 working days		
	Sept - Oct 07	Target	Reason for variance
3	100%	90%	

Number of complaints received	% of responses provided in 20 working days		
	Sept - Oct 07	Target	Reason for variance
3	100%	75%	2 of the 3 responses have been provided during the reporting period. The response date for the remaining complaint is due in February 2008

Number of complaints received	Outcome of investigations			
	Upheld	Partially upheld	Not upheld	Action plan instigated
3 (2 completed and 1 response due in February 2008)			2	Not applicable