

REPORT TO: EDUCATION & SOCIAL SERVICES COMMITTEE 13 FEBRUARY 2008

SUBJECT: COMPLAINTS MONITORING REPORT, THIRD QUARTER, OCTOBER – DECEMBER 2007

BY: DIRECTOR OF COMMUNITY SERVICES

1. REASON FOR REPORT

- 1.1 The Committee is invited to scrutinise the Complaints Monitoring information for the Community Care and Children, Families & Criminal Justice Services, for the quarter, 1st October to 31st December 2007, 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 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 scrutinise the information contained within APPENDIX 1.**

3. BACKGROUND

- 3.1 During quarter three, ten complaints were received by the Community Care and Children, Families & Criminal Justice sections of the Department.
- 3.1.1 Acknowledgements
Across both sections, two complaints were not acknowledged within the three working days target. One complaint was due to concerns raised at a meeting. This was acknowledged verbally at the meeting however a confirmation letter was not sent out within three working days. The second complaint was misdirected to the incorrect department and the target was missed due to the time it took for the complaint to arrive at the correct department.
- 3.1.2 Responses
All complaints received by Children, Families & Criminal Justice and Community Care and due for response by the end of the quarter were responded to within the target time.
- 3.1.3 Upheld Complaints
Within the Children & Families & Criminal Justice Service, of the seven complaints received, two were part upheld. Within Community Care, of the three complaints received, one was upheld and two were part upheld. Action has been taken in respect of all five of these complaints and details are given in Appendix One.

4. REVIEW OF COMPLAINTS HANDLING

- 4.1 A revised complaints handling policy and procedure has been recently approved and is currently being implemented. This will include the full implementation of administration systems to consistently capture complaints across Moray as well as procedures to consistently respond to complaints within timescales. Staff briefings will be organised on the new procedures shortly.

5. **SUMMARY OF IMPLICATIONS**

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

This report is in line with the Working Principles – Delivering the Plan, objective number 5, Accountable to the Public, within the Corporate Plan.

(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 Community Care and Acting Head of Children & Families and Criminal Justice Service who are in agreement with the information set out in **APPENDIX 1**.

6. **CONCLUSION**

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

Author of Report: Gavin McClafferty, Research & Information Officer

Background Papers: Held by Author

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