

COMMUNITY SERVICES COMPLAINTS MONITORING REPORT

QUARTER (Three – October – November 2007)

Acknowledgement Times – The number of complaints received and the percentage acknowledged within 3 working days with explanation as to why the target figure was not achieved if it was not. (Target is 90%)

Service	% Acknowledged in 3 Working Days			
	Total No of complaints received	% Acknowledged within target time	Target	Reason for Variance
Children & Families	7	71%	90%	Two late. One complaint was due to concerns raised at a meeting – this was acknowledged verbally at meeting however confirmation letter was not sent out within three working days. Another complaint was misdirected to the incorrect department and target was missed due to the time it took for the complaint to arrive at the correct department
Community Care	3	100%	90%	

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 75%)

Service	% Answered in 20 Working Days			
	Total No: of complaints replied to	% responded to within target time	Target	Reason for Variance
Children & Families	7	100%	75%	
Community Care	3	100%	75%	

Please note that the above figures refer to response times for all complaints (ie 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	Decision	Part Upheld	John Murray	An early Review Child Protection Case Conference to be held should client return to Moray	As required
	Service	Part Upheld	Jan Grant	Minutes of meeting to be issued	Done

Appendix 1

Department	Type of Complaint	Outcome	Responsible Officer	Action Required	Date
Community Care	Care Management	Part Upheld	J Mackie	Complainant advised we would learn from our mistakes. JM addressing procedures with staff	30/11/2007
	Complaint against staff	Not Upheld	R Huggan	None	13/12/2007
	Complaint about Care Management	Not Upheld	M Perera/M Fowler	Client given written explanation of events	17/12/2007
	Complaint about no reply to correspondence	Upheld	M Perera/M Fowler	Written apology to client. Systems reviewed and amended appropriately	20/12/2007