

**REPORT TO: EDUCATION AND SOCIAL SERVICES COMMITTEE ON
9 APRIL 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 January to 29 February 2008.
- 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 January to 29 February 2008.**

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 29 February 2008 contained in **Appendix 1**. The main issues can be summarised as follows:
- 3.2 This department has received 6 complaints during the period 1 January to 29 February 2008. All complaints must be acknowledged within 3 working days and a final response provided within 20 working days. All 6 complaints were acknowledged within 3 working days. A response has been provided for 5 of the 6 complaints within 20 working days. The response date for the remaining complaint had been extended, and a holding letter was issued to the complainants, to explain that the member of staff being investigated was absent from work. The staff member returned to work, and a response was provided within the second period of 20 days. 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 January to 29 February 2008 as set out in Appendix 1 to the report.**

Author of Report: Donald M Duncan, Director of Educational Services

Background Papers:

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

APPENDIX 1**EDUCATIONAL SERVICES****DEPARTMENTAL COMPLAINTS MONITORING REPORT
1 JANUARY TO 29 FEBRUARY 2008**

Number of complaints received	% acknowledged in 3 working days		
	Jan - Feb 08	Target	Reason for variance
6	100%	90%	

Number of complaints received	% of responses provided in 20 working days		
	Jan - Feb 08	Target	Reason for variance
6	83%	75%	1 complaint was resolved within the second 20-day period. A holding letter had been sent to the complainants to advise them that the member of staff under investigation was absent from work due to illness.

Number of complaints received	Outcome of investigations			
	Upheld	Partially upheld	Not upheld	Action plan instigated
6	2	2	2	Action plans have been instigated to address the issues raised in the 4 complaints which have been upheld / partially upheld