

COMMUNITY SERVICES COMPLAINTS MONITORING REPORT

QUARTER (Four – January – March 2008)

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 |
| Community Care | 5 | 100% | 90% | |
| Criminal Justice | 0 | 0% | 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 |
| Community Care | 5 | 100% | 75% | |
| Criminal Justice | 0 | 0% | 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 |
|----------------|--------------------|-------------|---------------------|--|------------|
| Community Care | Management of Care | Part Upheld | Linda Bramner, SCCO | Acknowledged that the transfer from the previous care manager to new care manager could have been managed better and an introductory visit to the client would have been good practice. Apologies given. | 30/01/2008 |

Appendix 1

| Department | Type of Complaint | Outcome | Responsible Officer | Action Required | Date |
|------------|---|-------------|---------------------------|---|------------|
| | Client assaulted by another day care client | Upheld | M Slorach, AOM | <ol style="list-style-type: none"> 1. The other client involved no longer attends day care. 2. A review is being undertaken of everyone who attends day services and a risk assessment is being completed around the use of transport for each client. 3. The external day service provider also looked at the incident in detail to see if there was anything that could have been addressed earlier to avoid the situation. 4. The external day service provider will report any concerns to the Transport Unit and the Community Care Team Senior. | 14/02/2008 |
| | Funding for nursing/residential care of parents | Part upheld | J Mackie, LSM Social Work | Father assessed as requiring residential care with free personal care payment of £145 . Complainant advised that annual reviews will be carried out. Mother to continue to receive free personal care payment of £210. | 3/04/2008 |
| | Funding for nursing/residential care | Upheld | L Bramner, SCCO | Placement meeting awarded client free personal care at Nursing Home Rate of £210 | 08/04/2008 |
| | Funding for nursing care | Upheld | J Mackie, LSM Social Work | Client's needs reassessed and a recommendation was made to increase the free personal care allowance to include the nursing care allowance. | 14/04/2008 |