

**REPORT TO: HEALTH & SOCIAL CARE SERVICES COMMITTEE 28 MAY 2008**

**SUBJECT: COMPLAINTS MONITORING REPORT, FOURTH QUARTER,  
JANUARY – MARCH 2008**

**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 Criminal Justice Services, for the quarter, 1<sup>st</sup> January to 31st March 2008, as detailed in **APPENDIX 1** to the report.

1.2 This report is submitted to Committee in terms of E(1) 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 four, five complaints were received by the Community Care division. Criminal Justice Services received no complaints.

3.1.1 Acknowledgements

All complaints were acknowledged within the three working days target.

3.1.2 Responses

All complaints received by 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 Community Care, of the five complaints received, three were upheld and two were part upheld. Action has been taken in respect of all five of these complaints and details are given in **APPENDIX 1**

**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. Initial staff briefings have been organised on the new procedures with further training planned.

## 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.

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Background Papers: Held by Author

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