

## COMMUNITY SERVICES COMPLAINTS MONITORING REPORT

### QUARTER 3 (October – December 2009)

(Note: to avoid reporting response times across quarters, the reporting quarter is calculated **one month in arrears**)

**Response Times** – the number of complaints received in the reporting period and the percentage responded to within 20 working days with explanation if the target was not achieved.

Total No of New Stage 1 complaints received	% Responded to within 20 Working Days	Target	Reason for Variance
9	89%	85%	1 holding letter sent (34 days)

**Complaints Outcomes** – Members are provided with information on the number of complaints within the reporting period progressing to Stage 2 / Ombudsman/Complaints Review Committee (CRC) and response results where relevant.

Progression Type	Number	% Responded to within 20 working days	Target	Reason for Variance
Stage 2	0	0	85%	
CRC	1	1	100%	
Ombudsman	0		N/A	

Note: the number may relate to a complaint responded to in a previous period.

The number of complaints that were upheld or part upheld detailing the type of complaint and what remedial action has been put in place to ensure that the situation does not happen again.

Type of Complaint	Outcome	Responsible Officer	Action required	Date
Stage 1 Complaint against Service - Assessment	Part upheld	Margaret Slorach	Redress – dispute referred to Charging Appeals Group meeting on 25 <sup>th</sup> November	08/09/2009
Stage 1 Complaint against Service - Assessment	Upheld	Anne Slee	Redress – meeting arranged with staff to ensure better communication. Meeting arranged with advocacy and client.	02/10/2009
Stage 1 Complaint against Service - Assessment	Upheld	Margaret Slorach	Reinforcement – meeting with staff member to reinforce procedures. Team Manager will monitor performance.	14/10/2009
Stage 1 Complaint against Staff	Upheld	Margaret Slorach	Redress – social worker changed as requested.	02/11/2009
Stage 1 Complaint against Staff	Upheld	Charles McKerron	Reinforcement – Home Care Manager meeting with staff member re behaviour	06/11/2009

**APPENDIX 3**

<b>Type of Complaint</b>	<b>Outcome</b>	<b>Responsible Officer</b>	<b>Action required</b>	<b>Date</b>
CRC Complaint against Service - Assessment	Part upheld	Sandy Riddell	Redress – agreement made that additional items are to be disregarded from inclusion in the financial assessment and a new financial assessment will take place.	16/09/2009