

COMMUNITY SERVICES COMPLAINTS MONITORING REPORT

QUARTER 4 (January – March 2010)

(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
11	82%	85%	1 was responded to in 35 days - However 2 holding letters were sent both because of delays in receiving information from property department 1 is not entered yet this complaint is on hold at complainant's request until full details of complaint received via advocate

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	1	0%	85%	There was a delay in receiving info from a staff member
CRC	0	n/a	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 Process/Procedure	Part upheld	Mags Fowler	Redress – alternative arrangements made re transfer of money	01/12/2009

APPENDIX 3

Type of Complaint	Outcome	Responsible Officer	Action required	Date
Stage 1 Complaint against Staff	Part upheld	Margaret Slorach	Reinforcement – Team Manager will monitor	02/12/2009
Stage 1 Complaint against Service – Home Care	Part upheld	Margaret Slorach	Redress – Care provider changed	10/12/2009
Stage 1 Other	Part upheld	Charles McKerron	Reinforcement – carers reminded not to park in disabled space	16/12/2009
Stage 1 Other	Part upheld	Judy Fairburn	Reimbursement - £205.75 to be written off	05/01/2010
Stage 1 Complaint against Service – Home Care	Part upheld	Charles McKerron & Margaret Slorach	Redress – ensure NHS colleagues are aware of procedures for assessment for care home	13/01/2010
Stage 1 Complaint against Service - Assessment	Part upheld	Anne Slee	Reinforcement – staff made aware of duties re supervision of guardian. Complainant to be invited to attend Charging Appeals Group	25/01/2010
Stage 2 Process/Procedure	Part upheld	Sandy Riddell	Redress – but is ongoing	06/01/2010