

Complaints Monitoring Report
Children and Families & Criminal Justice Social Work

Quarter 1 2022/23 – 1 April – 30 June 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Total number of complaints received	8	5	7	4	8
Total number of complaints closed	6	3	7	5	8
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	17%	0	0%	1	14.3%	2	40%	6	45
Number of complaints closed - Investigative	5	83%	3	100%	6	85.7%	3	60%	2	25
Number of complaints closed - Escalated	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	N/A	N/A	0	0%	0	0%	0	0%
Number of Frontline complaints partially upheld	1	100%	N/A	N/A	0	0%	1	50%	4	67%
Number of Frontline complaints not upheld	0	0%	N/A	N/A	1	100%	1	50%	2	33%
Number of Frontline complaints (Resolution)	0	0%	N/A	N/A	0	0%	0	0%	0	0%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	20%	1	33%	1	16.7%	0	0%	1	50%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	3	100%	1	50%
Number of Investigative complaints not upheld	4	80%	2	67%	5	83.3%	0	0%	0	0%
Number of Investigative complaints (Resolution)	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints partially upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints not upheld	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Number of Escalated complaints (Resolution)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23
Average time in working days for a full response - Frontline	1	N/A	11	19	9
Average time in working days for a full response - Investigative	18	27	21	40	47
Average time in working days for a full response - Escalated	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	1	100%	N/A	N/A	0	0%	1	50%	2	33%
Number of complaints closed within 20 working days - Investigative	2	40%	1	33%	3	50%	0	0%	0	0%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q1 2021/22		Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	N/A	N/A	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	40%	1	33%	0	0%	0	0%	1	50%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003054551	Policy and Procedure	Upheld	Consultant Practitioner	Complaint closed 27/06/2022. No information added yet regarding action taken in resolving the complaint.
101003020464	Process/Procedure	Partially Upheld	Social Worker Placement Services	No learning outcome added in the resolution of complaint.

101003034731	Complaint against staff	Partially Upheld	Consultant Practitioner	No learning outcome added in the resolution of complaint. Reference made to response letter for details of learning outcome.
101003059830	Policy and Procedure	Partially Upheld	Consultant Practitioner	Complaint closed 30/06/2022. No information added yet regarding action taken in resolving the complaint.
101003079550	Process/Procedure	Partially Upheld	Quality Improvement & Policy Manager	No learning outcome added in the resolution of complaint. Reference made to response letter for details of learning outcome.
101003093994	Policy and Procedure	Partially Upheld	Team Leader	No learning outcome added in the resolution of complaint. Reference made to response letter for details of learning outcome.