

Complaints Monitoring Report
Children and Families & Criminal Justice Social Work

Quarter 2 2022/23 – 1 July – 30 September 2022

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Total number of complaints received	5	7	4	8	7
Total number of complaints closed	3	7	5	8	2
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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	0	0%	1	14.3%	2	40%	6	45	0	0%
Number of complaints closed - Investigative	3	100%	6	85.7%	3	60%	2	25	2	100%
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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	N/A	N/A	0	0%	0	0%	0	0%	N/A	N/A
Number of Frontline complaints partially upheld	N/A	N/A	0	0%	1	50%	4	67%	N/A	N/A
Number of Frontline complaints not upheld	N/A	N/A	1	100%	1	50%	2	33%	N/A	N/A
Number of Frontline complaints (Resolution)	N/A	N/A	0	0%	0	0%	0	0%	N/A	N/A

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	1	16.7%	0	0%	1	50%	0	0%
Number of Investigative complaints partially upheld	0	0%	0	0%	3	100%	1	50%	2	100%
Number of Investigative complaints not upheld	2	67%	5	83.3%	0	0%	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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 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	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23
Average time in working days for a full response - Frontline	N/A	11	19	9	N/A
Average time in working days for a full response - Investigative	27	21	40	47	14
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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	N/A	N/A	0	0%	1	50%	2	33%	N/A	N/A
Number of complaints closed within 20 working days - Investigative	1	33%	3	50%	0	0%	0	0%	2	100%
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	Q2 2021/22		Q3 2021/22		Q4 2021/22		Q1 2022/23		Q2 2022/23	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	N/A	N/A	0	0%	0	0%	0	0%	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	1	33%	0	0%	0	0%	1	50%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003106365	Other	Partially Upheld	Lizette van Zyl	The Service Panel is an internal, procedural meeting, talking about resources and allocations. Children and Young People do not attend the Placement Panel (now Recourse Panel) meetings, but panel members do consider their views. The social worker clearly noted the views within the panel report submitted also highlighted the views during the meeting. Processes and procedures around the escalation of concerns and potential and/or actual placement

				breakdowns need reviewed. Operational staff needs to be supported to make decisions around placement moves imminently, they need to be clear what decisions can be made operationally and when decisions need to be discussed and agreed on, at a strategic level.
101003141353	Complaint against staff	Partially Upheld	Tracy Stephen	Learning from this case to be taken to Practice and Governance Development session for progression.