

**Complaints Monitoring Report
Children and Families & Criminal Justice Social Work**

Quarter 3 2023/24 – 1 January to 31 March 2024

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Total number of complaints received	13	10	9	13	14
Total number of complaints closed	10	9	5	13	9
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	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	8	80%	6	67%	2	40%	1	8%	4	44%
Number of complaints closed - Investigative	1	10%	3	33%	2	40%	7	54%	3	33%
Number of complaints closed - Escalated	1	10%	0	0%	1	20%	5	38%	2	22%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	0	0%	2	33%	0	0%	1	100%	1	25%
Number of Frontline complaints partially upheld	0	0%	0	0%	0	0%	0	0%	1	25%
Number of Frontline complaints not upheld	0	0%	2	33%	0	0%	0	0%	2	50%
Number of Frontline complaints (Resolution)	8	100%	2	33%	2	100%	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	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	1	33%	1	50%	4	57%	1	33%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	2	29%	1	33%
Number of Investigative complaints not upheld	1	100%	2	67%	1	50%	0	0%	1	33%
Number of Investigative complaints (Resolution)	0	0%	0	0%	0	0%	1	14%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	100%	N/A	N/A	0	0%	1	20%	0	0%
Number of Escalated complaints partially upheld	0	0%	N/A	N/A	1	100%	3	60%	2	100%
Number of Escalated complaints not upheld	0	0%	N/A	N/A	0	0%	1	20%	0	0%
Number of Escalated complaints (Resolution)	0	0%	N/A	N/A	0	0%	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
Average time in working days for a full response - Frontline	3	3	1	16	13
Average time in working days for a full response - Investigative	26	19	15	43	21
Average time in working days for a full response - Escalated	9	N/A	22	30	35

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	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	6	75%	5	83%	2	100%	0	0%	2	50
Number of complaints closed within 20 working days - Investigative	0	0%	3	100%	1	50%	1	14%	1	33%
Number of complaints closed within 20 working days - Escalated	1	100%	N/A	N/A	0	0%	1	20%	0	0%

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised										
EXTENSIONS	Q4 2022/23		Q1 2023/24		Q2 2023/24		Q3 2023/24		Q4 2023/24	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	2	25%	0	0%	0	0%	0	0%	1	25%
Number of complaints with an extension – Investigative or Escalated Investigative	0	0%	0	0%	0	0%	4	33%	2	40%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003490370	Other	Upheld	Louise Milne	Lack of provision of 'Sort Break' at Alba Place. ACTION TAKEN - It is clear that the frequency and regularity of the child's day care and overnight sessions at Alba Place have been affected by capacity issues at Alba Place and that this has affected the child and placed significant strain on the family. Complainant informed that full 'Short Breaks' provision will recommence from April 2024.
101003532344	Process	Upheld	Laura Puhalak	Concerns over length of time to make decision on request for funding for residency order.

				<p>ACTION TAKEN - Complainants request will be brought before a resource management panel to make a decision as to if the grant can be issued.</p>
101003480047	Complaint against staff	Partially Upheld	John Todd	<p>Complaint regarding Social Workers behaviour.</p> <p>ACTION TAKEN - Area Managers to remind their staff about the importance of supplying correct information.</p>
101003432375	Other	Partially Upheld	Donna Borek	<p>Breakdown of adoption process.</p> <p>ACTION TAKEN - Unable to confirm whether explanatory documentation explaining rights was sent to Complainant. Complainant advised that as the young person involved is above the age of 16, they no longer hold parental rights.</p>
101003449635	Complaint against staff	Partially Upheld	Annie Hunter	<p>Complainant alleging he and partner are being unfairly treated by Social Work regarding child access.</p> <p>ACTION TAKEN – 3 of 7 heads of complaint upheld. Lack of clarity in communication led to misunderstandings by complainant. Social Work staff will ensure clearer communication and complainant encouraged to question services if communication isn't understood or clear. Recommendations made to ensure that arrangements for planned staff absence are made clear to families and that information about voluntary care arrangements are communicated to families clearly.</p>
101003456273	Process	Partially Upheld	Ammy Dougall	<p>Complaint regarding Social Workers behaviour. Permission should have been sought from the foster family prior to visiting the family and attending home address.</p> <p>ACTION TAKEN - To ensure that permission is sought from foster carers prior to foster children's families turning up at foster carer's homes.</p>