

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

**Quarter 3 2024/25 – 1 October to 31 December 2024**

<b>Total Complaints Received and Total Complaints Closed</b>					
<b>NUMBER OF COMPLAINTS</b>	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Total number of complaints received	13	14	7	6	4
Total number of complaints closed	13	9	10	3	5
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.					

<b>Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed</b>										
<b>NUMBER AND PERCENTAGE CLOSED</b>	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	1	8%	4	44%	4	40%	3	100%	0	0%
Number of complaints closed - Investigative	7	54%	3	33%	3	33%	0	0%	3	60%
Number of complaints closed - Escalated	5	38%	2	22%	3	33%	0	0%	2	40%

<b>Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>FRONTLINE</b>	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	100%	1	25%	0	0%	0	0%	N/A	N/A
Number of Frontline complaints partially upheld	0	0%	1	25%	1	25%	1	33%	N/A	N/A
Number of Frontline complaints not upheld	0	0%	2	50%	2	50%	1	33%	N/A	N/A
Number of Frontline complaints (Resolution)	0	0%	0	0%	1	25%	1	33%	N/A	N/A

<b>Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>INVESTIGATIVE</b>	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	4	57%	1	33%	2	67%	N/A	N/A	0	0%
Number of Investigative complaints partially upheld	2	29%	1	33%	1	33%	N/A	N/A	3	100%
Number of Investigative complaints not upheld	0	0%	1	33%	0	0%	N/A	N/A	0	0%
Number of Investigative complaints (Resolution)	1	14%	0	0%	0	0%	N/A	N/A	N/A	N/A

<b>Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage</b>										
<b>ESCALATED</b>	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	1	20%	0	0%	0	0%	N/A	N/A	1	50%
Number of Escalated complaints partially upheld	3	60%	2	100%	1	33%	N/A	N/A	1	50%
Number of Escalated complaints not upheld	1	20%	0	0%	2	67%	N/A	N/A	0	0%
Number of Escalated complaints (Resolution)	0	0%	0	0%	0	0%	N/A	N/A	N/A	N/A

<b>The average time in working days for a full response to complaints at each stage</b>					
<b>RESPONSE TIME</b>	Q3 2023/24	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25
Average time in working days for a full response - Frontline	16	13	58	7	N/A
Average time in working days for a full response - Investigative	43	21	76	N/A	42
Average time in working days for a full response - Escalated	30	35	40	N/A	28

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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	0	0%	2	50	1	25%	2	67%	N/A	N/A
Number of complaints closed within 20 working days - Investigative	1	14%	1	33%	0	0%	N/A	N/A	0	0%
Number of complaints closed within 20 working days - Escalated	1	20%	0	0%	0	0%	N/A	N/A	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	Q3 2023/24		Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	0	0%	1	25%	1	25%	0	0%	N/A	N/A
Number of complaints with an extension – Investigative or Escalated Investigative	4	33%	2	40%	2	33%	N/A	N/A	1	20%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003671208	Process/Procedure	Upheld	Lizette Van Zyl	Complaint regarding the delays in processing the sponsorship and fostering of a Ukrainian refugee and failure to make payment of due funds under the UK Government 'Homes for Ukraine' scheme.  <b>ACTION TAKEN:</b> Admission that delays were extensive. Children's Social work will progress work to develop a pathway to ensure applications are processed as per UK Government guidelines.
101003624800	Process/Procedure	Partially Upheld	Lizette Van Zyl	Complaint regarding the failure to share Fostering panel minutes. On receiving minutes after submitting FOI request the content was found to have inaccuracies and language used could be seen as stigmatising.

				<b>ACTION TAKEN:</b> Various measures taken to ensure effective and appropriate communication takes place and the provision of minutes for attendees.
101003631107	Process/Procedure	Partially Upheld	Lizette Van Zyl	Complaint regarding contact and decision-making regarding children. <b>ACTION TAKEN:</b> one of the two heads of complaint were upheld. In future, Children and Families Social Work will be sure to inform parents of their right to participate in planning for their children.
101003640458	Process/Procedure	Partially Upheld	Lizette Van Zyl	Complaint regarding communication and reduction in service provision for child with complex needs. <b>ACTION TAKEN:</b> one from eight heads of complaint upheld. Consideration required in relation to how communication can be improved.
101003643416	Complaint Against Staff	Partially Upheld	Jillian Petrie	Complaint made regarding the perceived racial abuse of said client attending a social work placement on more than one occasion. <b>ACTION TAKEN:</b> One of the two heads of complaint upheld. Member of staff spoken to regarding behaviour and reassurances given that training will be provided for the member of staff accused to ensure such behaviour does not occur in future.