

Complaints Monitoring Report
Children and Families & Criminal Justice Social Work

Quarter 4 2024/25 – 1 January to 31 March 2025

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
Total number of complaints received	14	7	6	4	7
Total number of complaints closed	9	10	3	5	7
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 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	4	44%	4	40%	3	100%	0	0%	3	43%
Number of complaints closed - Investigative	3	33%	3	33%	0	0%	3	60%	4	57%
Number of complaints closed - Escalated	2	22%	3	33%	0	0%	2	40%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	1	25%	0	0%	0	0%	N/A	N/A	0	0%
Number of Frontline complaints partially upheld	1	25%	1	25%	1	33%	N/A	N/A	0	0%
Number of Frontline complaints not upheld	2	50%	2	50%	1	33%	N/A	N/A	1	33%
Number of Frontline complaints (Resolution)	0	0%	1	25%	1	33%	N/A	N/A	2	67%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	1	33%	2	67%	N/A	N/A	0	0%	0	0%
Number of Investigative complaints partially upheld	1	33%	1	33%	N/A	N/A	3	100%	3	75%
Number of Investigative complaints not upheld	1	33%	0	0%	N/A	N/A	0	0%	1	25%
Number of Investigative complaints (Resolution)	0	0%	0	0%	N/A	N/A	N/A	N/A	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	N/A	N/A	1	50%	N/A	N/A
Number of Escalated complaints partially upheld	2	100%	1	33%	N/A	N/A	1	50%	N/A	N/A
Number of Escalated complaints not upheld	0	0%	2	67%	N/A	N/A	0	0%	N/A	N/A
Number of Escalated complaints (Resolution)	0	0%	0	0%	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	Q4 2023/24	Q1 2024/25	Q2 2024/25	Q3 2024/25	Q4 2024/25
Average time in working days for a full response - Frontline	13	58	7	N/A	12
Average time in working days for a full response - Investigative	21	76	N/A	42	38
Average time in working days for a full response - Escalated	35	40	N/A	28	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	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	2	50	1	25%	2	67%	N/A	N/A	0	0%
Number of complaints closed within 20 working days - Investigative	1	33%	0	0%	N/A	N/A	0	0%	0	0%
Number of complaints closed within 20 working days - Escalated	0	0%	0	0%	N/A	N/A	0	0%	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	Q4 2023/24		Q1 2024/25		Q2 2024/25		Q3 2024/25		Q4 2024/25	
	number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline	1	25%	1	25%	0	0%	N/A	N/A	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative	2	40%	2	33%	N/A	N/A	1	20%	0	0%

UPHELD OR PARTIALLY UPHELD COMPLAINTS				
ID	Type of Complaint	Outcome	Responsible Officer	Action taken
101003655311	Policy and Procedure	Partially Upheld	Susan Workman	<p>Complaint regarding areas of communication and information sharing of Looked After Child Review.</p> <p>ACTION TAKEN: Of the five heads of complaint, one was upheld. This related to complainant not receiving copies of documents prior to review. Steps taken to ensure that information shared in any future communication.</p>
101003688930	Process	Partially Upheld	Amy Dougall	<p>Complaint regarding mainly educational concerns of complainants' child querying decisions made.</p> <p>ACTION TAKEN: Of the five heads of complaint, two were upheld, two not upheld and one wasn't taken forward. Social work to arrange</p>

				regular meetings with complainant and steps to be taken to support for child to enable the rebuilding of relationship with complainant.
101003706031	Process/Procedure	Partially Upheld	Susan Workman	<p>Complaint regarding communication and lack of support relating to decisions made for complainants' children.</p> <p>ACTION TAKEN: Of the four heads of complaint, one was upheld, two were not upheld and one was not taken forward. A children's hearing decision was not communicated with the complainant. Steps taken to recognise the importance and maintain of effective communication to prevent undue distress.</p>