

Complaints Monitoring Report

Children and Families & Criminal Justice Social Work

Quarter 1 2025/26 – 1 April to 30 June 2025

| Total Complaints Received and Total Complaints Closed | | | | | |
|--|------------|------------|------------|------------|------------|
| NUMBER OF COMPLAINTS | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | Q1 2025/26 |
| Total number of complaints received | 7 | 6 | 4 | 7 | 13 |
| Total number of complaints closed | 10 | 3 | 5 | 7 | 13 |
| 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 2024/25 | | Q2 2024/25 | | Q3 2024/25 | | Q4 2024/25 | | Q1 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed - Frontline | 4 | 40% | 3 | 100% | 0 | 0% | 3 | 43% | 9 | 69% |
| Number of complaints closed - Investigative | 3 | 33% | 0 | 0% | 3 | 60% | 4 | 57% | 4 | 31% |
| Number of complaints closed - Escalated | 3 | 33% | 0 | 0% | 2 | 40% | 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 2024/25 | | Q2 2024/25 | | Q3 2024/25 | | Q4 2024/25 | | Q1 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Frontline complaints upheld | 0 | 0% | 0 | 0% | N/A | N/A | 0 | 0% | 0 | 0% |
| Number of Frontline complaints partially upheld | 1 | 25% | 1 | 33% | N/A | N/A | 0 | 0% | 1 | 11% |
| Number of Frontline complaints not upheld | 2 | 50% | 1 | 33% | N/A | N/A | 1 | 33% | 6 | 67% |
| Number of Frontline complaints (Resolution) | 1 | 25% | 1 | 33% | N/A | N/A | 2 | 67% | 2 | 22% |

| Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|--|------------|-----|------------|-----|------------|------|------------|-----|------------|-----|
| INVESTIGATIVE | Q1 2024/25 | | Q2 2024/25 | | Q3 2024/25 | | Q4 2024/25 | | Q1 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Investigative complaints upheld | 2 | 67% | N/A | N/A | 0 | 0% | 0 | 0% | 0 | 0% |
| Number of Investigative complaints partially upheld | 1 | 33% | N/A | N/A | 3 | 100% | 3 | 75% | 1 | 25% |
| Number of Investigative complaints not upheld | 0 | 0% | N/A | N/A | 0 | 0% | 1 | 25% | 2 | 50% |
| Number of Investigative complaints (Resolution) | 0 | 0% | N/A | N/A | N/A | N/A | 0 | 0% | 1 | 25% |

| Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage | | | | | | | | | | |
|--|------------|-----|------------|-----|------------|-----|------------|-----|------------|-----|
| ESCALATED | Q1 2024/25 | | Q2 2024/25 | | Q3 2024/25 | | Q4 2024/25 | | Q1 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of Escalated complaints upheld | 0 | 0% | N/A | N/A | 1 | 50% | N/A | N/A | N/A | N/A |
| Number of Escalated complaints partially upheld | 1 | 33% | N/A | N/A | 1 | 50% | N/A | N/A | N/A | N/A |
| Number of Escalated complaints not upheld | 2 | 67% | N/A | N/A | 0 | 0% | N/A | N/A | N/A | N/A |
| Number of Escalated complaints (Resolution) | 0 | 0% | 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 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | Q1 2025/26 |
| Average time in working days for a full response - Frontline | 58 | 7 | N/A | 12 | 8 |
| Average time in working days for a full response - Investigative | 76 | N/A | 42 | 38 | 29 |
| Average time in working days for a full response - Escalated | 40 | N/A | 28 | 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 2024/25 | | Q2 2024/25 | | Q3 2024/25 | | Q4 2024/25 | | Q1 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints closed within 5 working days - Frontline | 1 | 25% | 2 | 67% | N/A | N/A | 0 | 0% | 1 | 11% |
| Number of complaints closed within 20 working days - Investigative | 0 | 0% | N/A | N/A | 0 | 0% | 0 | 0% | 1 | 25% |
| Number of complaints closed within 20 working days - Escalated | 0 | 0% | N/A | N/A | 0 | 0% | 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 2024/25 | | Q2 2024/25 | | Q3 2024/25 | | Q4 2024/25 | | Q1 2025/26 | |
| | number | % | number | % | number | % | number | % | number | % |
| Number of complaints with an extension – Frontline | 1 | 25% | 0 | 0% | N/A | N/A | 0 | 0% | N/A | N/A |
| Number of complaints with an extension – Investigative or Escalated Investigative | 2 | 33% | N/A | N/A | 1 | 20% | 0 | 0% | N/A | N/A |

| UPHELD OR PARTIALLY UPHELD COMPLAINTS | | | | |
|---------------------------------------|-------------------|------------------|---------------------|---|
| ID | Type of Complaint | Outcome | Responsible Officer | Action taken |
| 101003799385 | Process/Procedure | Partially Upheld | Jean Massie | Complaint regarding child contact and circumstances of unplanned meeting with another person which Social Worker didn't intervene. ACTION TAKEN: One head of complaint was upheld regarding unplanned meeting. Steps have been taken to ensure this does not happen again. |
| 101003735366 | Process/Procedure | Partially Upheld | Sean Brown | Three heads of complaint, two upheld. Complaint regarding communication and non-disclosure issues (upheld). Use of unprofessional language by Social Worker (Upheld). Information regarding child shared with partner agencies (Not Upheld). ACTION TAKEN: A note will be added to our records to reflect that the complainant was not advised about the concerns relating to the |

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|--------------|----------------------|------------|------------------|---|
| | | | | home conditions. The language used in professional context will be a topic within reflective supervision. |
| 101003772507 | Process/Procedure | Resolution | Pam Urquhart | <p>Complaint regarding a number of issues in relation to complainants' access to her child. In addition, claimant alleges incorrect information has been used in preventing kinship care of her child passing to their parents.</p> <p>ACTION TAKEN: Social Work to ensure communication with complainant regarding contact is clearer. Any non-factual information will be changed in reports but current decisions made on fact will remain.</p> |
| 101003776839 | Policy and Procedure | Resolution | Anne McCaskell | <p>Complaint regarding perceived inaction and lack of communication into concerns regarding treatment of child by complainants ex-partner.</p> <p>ACTION TAKEN: Steps taken, confirmed and agreed to address concerns raised.</p> |
| 101003732411 | Process/Procedure | Resolution | Donna Sutherland | <p>Complaint regarding being denied kinship care of their grandson. Complainant alleges that incorrect information was used preventing kinship care being approved.</p> <p>ACTION TAKEN: Discussions are ongoing with the complainant regarding the kinship care assessment and the responsibilities it carries.</p> |