

STANDARDS COMMITTEE

13 SEPTEMBER 2011

CORPORATE COMPLAINTS – CHILDREN FAMILIES & LEARNING

RICHARD G LONG

DIRECTOR OF LEGAL AND DEMOCRATIC SERVICES

PURPOSE OF REPORT

- 1 To consider a verbal report from the Director of Children Families & Learning in respect of complaints received and dealt with by her Department.

BACKGROUND

- 2 On 14 June 2011 Committee received and considered the annual monitoring report relating to complaints. Committee was informed that complaints relating to Children Families & Learning had again increased, and that the number of these (ie Children Families & Learning) complaints that were not upheld had also risen from 12 to 27 to 44 over the past three years. Paragraphs 7 and 14 from the original report, along with tables 1 and 5, also extracted from the original report, are attached at Appendix 1 for Members' information.
- 3 At the meeting held on 14 June, Committee agreed that the Director of Children Families and Learning be invited to attend a future meeting to discuss the reasons for the increase in complaints in that service area.

Background Papers:

Report to Standards Committee 14 June 2011: Corporate Complaints 2010-2011
Monitoring

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Extract from report to Standards Committee 14 June 2011

Corporate Complaints Monitoring 2010-2011

- 7 Complaints relating to Children Families & Learning have again increased. The majority of these complaints related to social care services. Sometimes these relate to families that are reluctant to engage with specialist services. Of those which progressed to formal stages, a number were complex and required independent investigation.
- 14 Table 5 shows the outcome of complaints by Department. The significant variation in the number of complaints relating to the Environment Department has been explained in paragraph 6 above. The only significant trend appears to be in the year on year increase of complaints relating to Children Families & Learning that are not being upheld which have gone from 12 to 27 to 44 in the past three years. Otherwise, there are no other notable changes in departmental statistics over the past three years

Table 1: Complaints Received by Department

	Children Families & Learning
2008-2009	38
2009-2010	58
2010-2011	74

**Table 5: Outcome of complaints by Department
Children Families & Learning**

Upheld			Not Upheld			Partially Upheld		
2008-09	2009-10	2010-11	2008-09	2009-10	2010-11	2008-09	2009-10	2010-11
4	8	3	12	27	44	14	11	12