



## CHILDREN & LEARNING OVERVIEW AND SCRUTINY COMMITTEE

21 OCTOBER 2014

**Subject Heading:**

Children, Adults & Housing: Learning &  
Achievement  
Annual Complaints Report 2013/14

**CMT Lead:**

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**Policy context:**

Service Quality and Customer Service

### SUMMARY

1. The Learning & Achievement report attached as Appendix 1 provides information on the complaints received during 2013/14 and how these have been handled. It should be noted that these complaints exclude schools admissions and exclusion appeals and also that maintained schools and academies have their own complaints procedure and that these are dealt with through the governing body.

### RECOMMENDATIONS

2. That Members note the contents of the attached report for information.

### REPORT DETAIL

3. There was one Ombudsman complaint during 2013/14 and this related mainly to a lack of physiotherapy provided by health providers, although fault was also found with the Council which resulted in a compensation payment of £480.00.

4. The number of complaints received during 2013/14 totalled 41, which included 27 complaints and 14 enquiries. The majority of these complaints related to education and schools and therefore were referred to the relevant school to take through their complaints procedure. Providing greater clarification of the local authority's complaints process related to schools is being addressed.
5. Of those complaints regarding education/schools, this ranged from parents complaining about bullying/incidents within the school, child being excluded or the school placement. A few complaints were in relation to the environment. It should be noted that complaints were across a range of schools.
6. Within the current CRM system there are limited reports available and therefore Complaints, Information & Communication Team will be looking at changing how some information on complaints are recorded to help provide more reflective information on monitoring data and outcomes. However where we were able to identify outcomes, these were mainly related to further explanation being given.
7. Learning & Achievement responses to complaints were very good during 2013/14 with 93% being responded to within the 10 day timescale. Also with Members' correspondence this has also a high response rate of 95%.
8. Compliments have increased significantly from 2012/13 by 79% and this may have resulted from visits to various teams within Learning & Achievement to talk about complaints and to encourage compliments to be sent to the Complaints, Information & Communication Team.
9. Through the report it has recognised the need for improved recording especially around outcomes/recommendations and using complaints information as a tool to inform the service.

## **IMPLICATIONS AND RISKS**

### **Financial implications and risks:**

There are no financial implications or risks arising from this report.

### **Legal implications and risks:**

There are no apparent legal implications from noting this Report.

### **Human Resources implications and risks:**

There are no HR implications or risks arising from this report that can be identified at present.

**Equalities implications and risks:**

The report demonstrates that there is a transparent and structured (both informal and formal) route for concerns or complaints, including those relating specifically to bullying, harassment, unfair treatment and/or discrimination against pupils, guardians, parents or carers, to be registered for review and action where required.

The Council is working towards improving the monitoring of the diversity profile of complainants and service users against relevant protected characteristics such as age, disability, ethnicity, etc., in order to improve the performance of the service. However, as explained in the report, most Learning & Achievement complaints that are received, are referred back to schools. This means that they are taken through the individual school's own complaints procedure.

In line with the Council's corporate policy on translation and interpreting services, this service also offers information in other languages and alternative formats on request.

We will continue working towards raising awareness on equality and diversity related issues and improving the access to our Complaints, Comments and Compliments policy and procedure.

<b>BACKGROUND PAPERS</b>
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None