The Council defines a complaint as any expression of dissatisfaction about the Council's provision of, or failure to provide, a service for which it has responsibility and when it has not put right any service failure in a reasonable timescale.

Adult Social Care do not have statutory timescales, however these are in line with the Statutory regulations for Children's timescales as follows: to respond to a complaint within 10 - 20 working days for Stage 1, 25-65 working days for Stage 2 (independent investigation) and 45 working days for Review Panel. The Review Panel involves Panel to be held within 30 working days of request, report and recommendations to be sent to Director within 5 working days of the Review Panel and Director issues response within 15 working days on receipt of the report. The target to achieve for Stages 1 and 2 is 95% to time

## The information on the following pages shows:

The number of complaints logged at Stage 1 and Stage 2 against the service area and the response times

A graphic of Stage 1 and Stage 2 by Service showing those logged, closed or still open

The method of contact by our customers

The cumulative total of complaints from the previous quarter and the build up to this quarter

The complaint outcomes

The reasons for complaints

Stage 3 complaints

Cumulative complaint figures for both Stage 1 and Stage 2 complaints from April 2018 until September 2018

Performance for April to September 2018 (Quarter1 & 2) in short is therefore:

Stage 1 percentage to time overall 51% (50/98)
Stage 2 percentage to time 0 0
Stage 3 percentage to time 0 0
Stage 1 & 2 cumulative score

Social Care Complaints team

|                                       | Stage 1 |         |           |         |            |        | Stage 2 |         |         |       |                  |  |
|---------------------------------------|---------|---------|-----------|---------|------------|--------|---------|---------|---------|-------|------------------|--|
|                                       |         |         |           |         | Over 20    |        |         |         |         |       | Explanation of   |  |
|                                       | Number  | Within  | Within 20 | Over 20 | days and   | Number | in 20   | 20 days | over 20 | still | late response to |  |
|                                       | Logged  | 20 days | days (%)  | days    | still open | Logged | days    | (%)     | days    | open  | Stage 1&2        |  |
| Social Care Adults - <b>Statutory</b> | 40      | 24      | 60%       | 12      |            |        |         |         |         |       |                  |  |
| Social Care Children's - Statutory    | 58      | 26      | 45%       | 25      |            |        |         |         |         |       |                  |  |
| Total                                 | 98      | 50      | 51%       | 37      |            |        |         |         |         | 0     |                  |  |

Adults - 6 withdrawn Children's 7 withdrawn

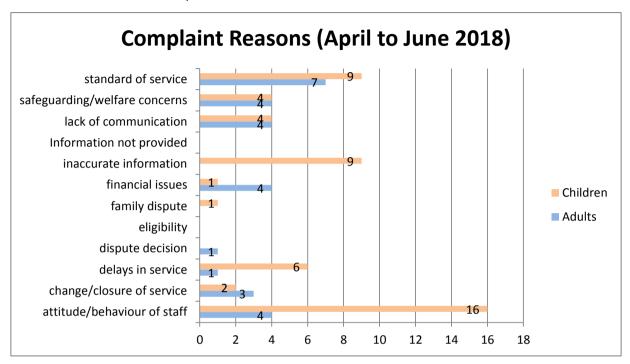
## Showing this quarters performance

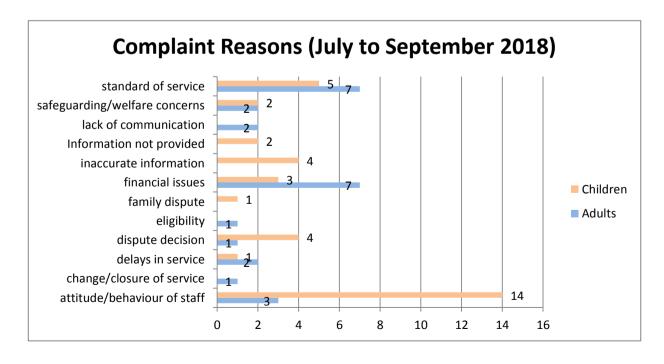
|   | Carry Over                | April             |                   |                   |                   |    | May               |                   | Total             |                   |                   |      |                 |
|---|---------------------------|-------------------|-------------------|-------------------|-------------------|----|-------------------|-------------------|-------------------|-------------------|-------------------|------|-----------------|
|   | Cumulative<br>(Apr - Jun) | Stage 1<br>logged | In 20<br>days (%) | Stage 2<br>Logged | In 20<br>days (%) |    | In 20 days<br>(%) | In 20<br>days (%) | Stage 1<br>logged | In 20<br>days (%) | Stage 2<br>Logged | dave | Cumul<br>ative* |
| Social Care Adults - <b>Statutory</b>     |                           | 7                 | 50%               |                   |                   | 6  | 83%               |                   | 7                 | 71%               |                   |      | 20              |
| Social Care Children's - <b>Statutory</b> |                           | 10                | 50%               |                   |                   | 14 | 36%               |                   | 11                | 18%               |                   |      | 35              |
| Stage 1 Logged (Total)                    |                           |                   |                   |                   |                   |    |                   |                   |                   |                   |                   |      | 55              |
| Completed in 20 days (%)                  |                           |                   | -                 |                   |                   |    | -                 |                   |                   |                   |                   |      |                 |
| Stage 2 logged (Total)                    |                           |                   |                   |                   |                   |    |                   |                   |                   |                   | 1                 |      |                 |
| Completed in 25-65 days (%)               |                           |                   |                   |                   |                   |    |                   |                   |                   |                   |                   |      |                 |

e Stage 2 as these complaints will have been counted as Stage 1 at some point during the year.

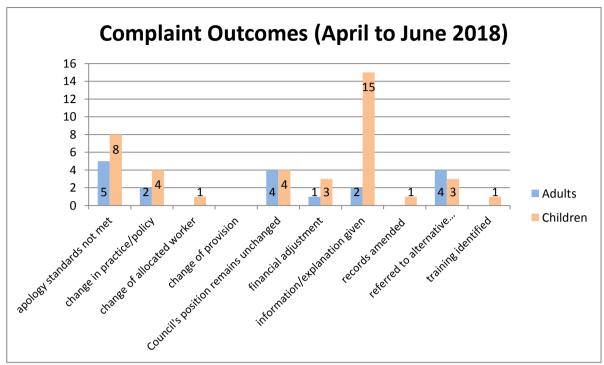
|   | Carry Over                | July              |                   |                   |                   |                   | Augus             |   | Total |                   |                   |                   |      |                 |
|---|---------------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|---|-------|-------------------|-------------------|-------------------|------|-----------------|
|   | Cumulative<br>(Apr - Jun) | Stage 1<br>logged | In 20<br>days (%) | Stage 2<br>Logged | In 20<br>days (%) | Stage 1<br>logged | In 20 days<br>(%) |   |       | Stage 1<br>logged | In 20<br>days (%) | Stage 2<br>Logged | dave | Cumul<br>ative* |
| Social Care Adults - <b>Statutory</b>     |                           | 8                 | 50%               |                   |                   | 4                 | 75%               |   | -     | 8                 | 50%               |                   |      | 20              |
| Social Care Children's - <b>Statutory</b> |                           | 10                | 60%               |                   |                   | 8                 | 50%               |   |       | 5                 | 80%               |                   |      | 23              |
| Stage 1 Logged (Total)                    |                           |                   |                   |                   |                   |                   |                   |   |       |                   |                   |                   |      | 43              |
| Completed in 20 days (%)                  |                           |                   |                   |                   |                   |                   |                   |   |       |                   |                   |                   |      |                 |
| Stage 2 logged (Total)                    |                           |                   |                   |                   |                   |                   |                   | 3 |       |                   |                   | 1                 |      |                 |
| Completed in 25-65 days (%)               |                           |                   |                   |                   |                   |                   |                   |   |       |                   |                   |                   |      |                 |
|   |                           |                   |                   |                   |                   |                   |                   |   |       |                   |                   |                   |      |                 |

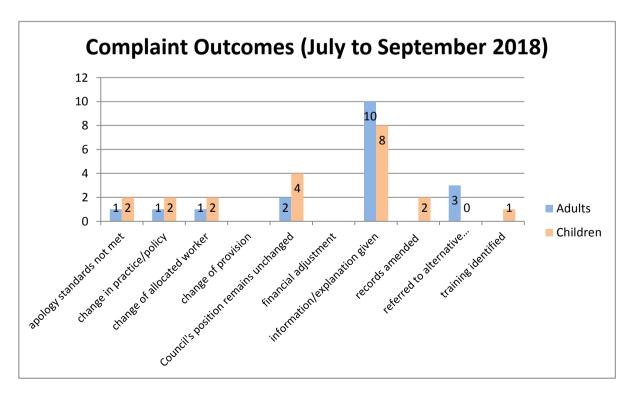
Reasons: there can be more than one reason to a complaint





Outcomes: there can be more than one outcome to a complaint.





**Children's Services** 

Adult Social Care

