

**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 October 2018 until December 2018

Performance for October to December 2018 (Quarter 3) in short is therefore:

Stage 1 percentage to time overall	49%	(20/41)
Stage 2 percentage to time	0	0
Stage 3 percentage to time	0	0
Stage 1 & 2 cumulative score	n/a	

Social Care Complaints team

Statutory Complaints Quarter 3 Report October to December 2018

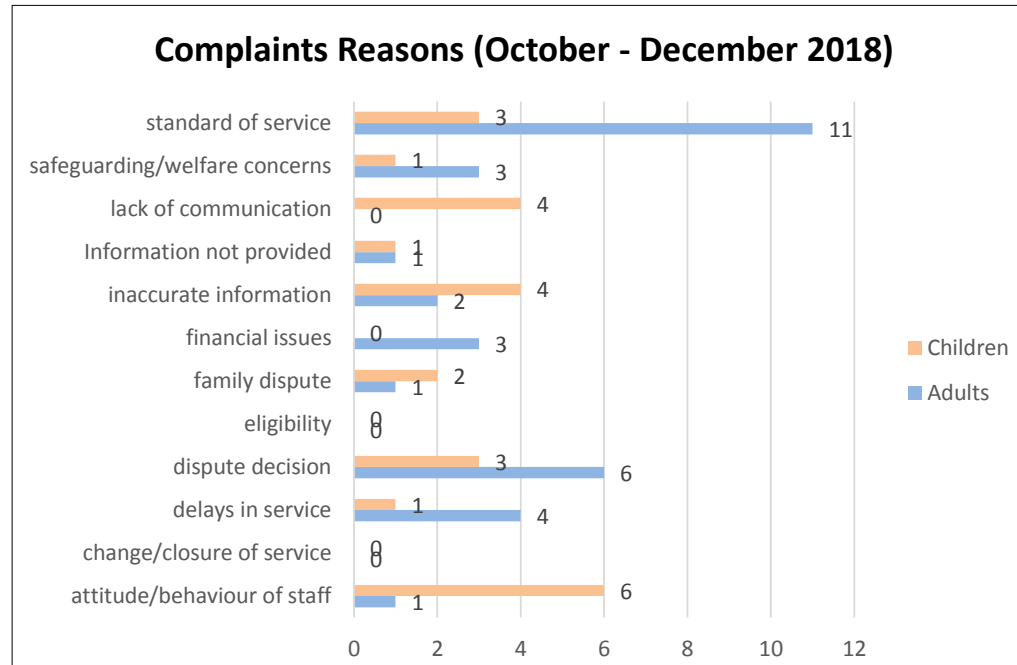
	Stage 1					Stage 2					Explanation of late response to Stage 1&2
	Number Logged	Within 20 days	Within 20 days (%)	Over 20 days	Over 20 days and still open	Number Logged	Closed in 20 days	Closed in 20 days (%)	Closed over 20 days	days and still open	
Social Care Adults - <b>Statutory</b>	22	14	64%								
Social Care Children's - <b>Statutory</b>	19	6	32%			2					
<b>Total</b>	<b>41</b>	<b>20</b>	<b>49%</b>	<b>0</b>						<b>0</b>	

Adults - 6 withdrawn  
 Children's - 3 withdrawn

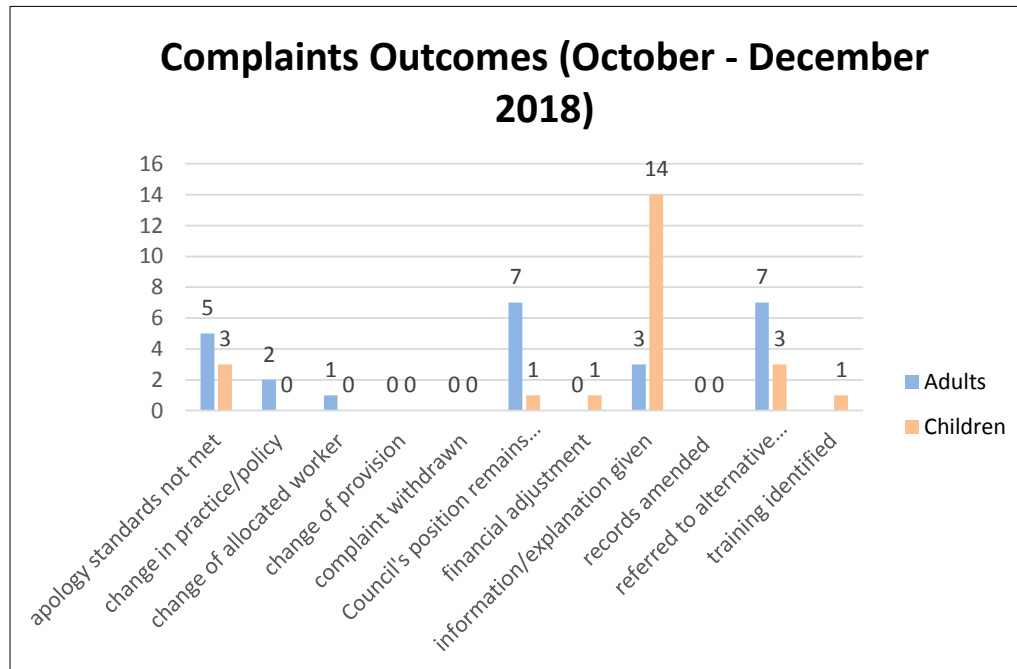
Showing this quarters performance

	Carry Over	October				November				December				Total
	Cumulative (Jul - Sept)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20 days (%)	Cumul ative*
Social Care Adults - <b>Statutory</b>		9	67%			4	100%			9	44%			22
Social Care Children's - <b>Statutory</b>		7	0%			6	50%			6	50%			19
Stage 1 Logged (Total)														41
Completed in 20 days (%)														
Stage 2 logged (Total)				2										
Completed in 25-65 days (%)														

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



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



Adult Social Care

Children's Services

