

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. Children's Services have two further stages, if the complainant is not satisfied at Stage 1: 25-65 working days for Stage 2 (independent investigation) and 45 working days for Review Panel. A Review 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

Summary performance for January to March 2019 (Quarter 4):

Stage 1 percentage to time overall	63%
Stage 2 percentage to time (Children's Services only)	50%
Stage 3 percentage to time (Children's Services only)	n/a

	Stage 1					Stage 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	Over 20 days and still open
Social Care Adults - Statutory	27	18	67%	4	4					
Social Care Children's - Statutory	27	16	59%	7	4	4				
Total	54	34	63%	11						0

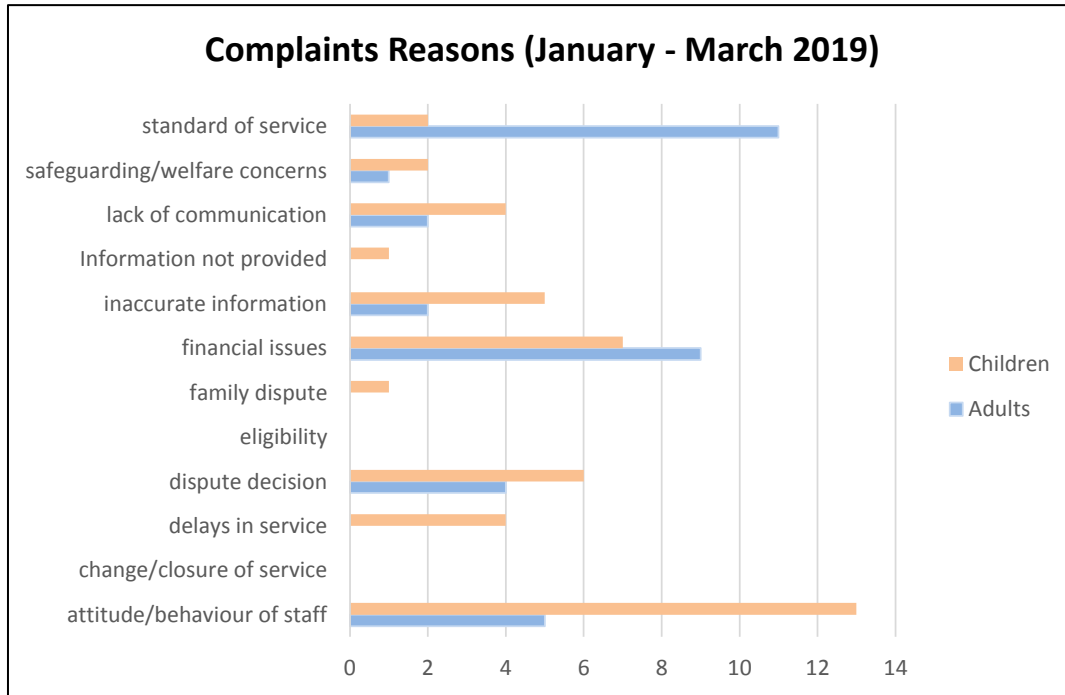
Adults - 1 complaint withdrawn
 Children's - 1 complaint on hold

Detailed performance for January to March 2019 (Quarter 4):

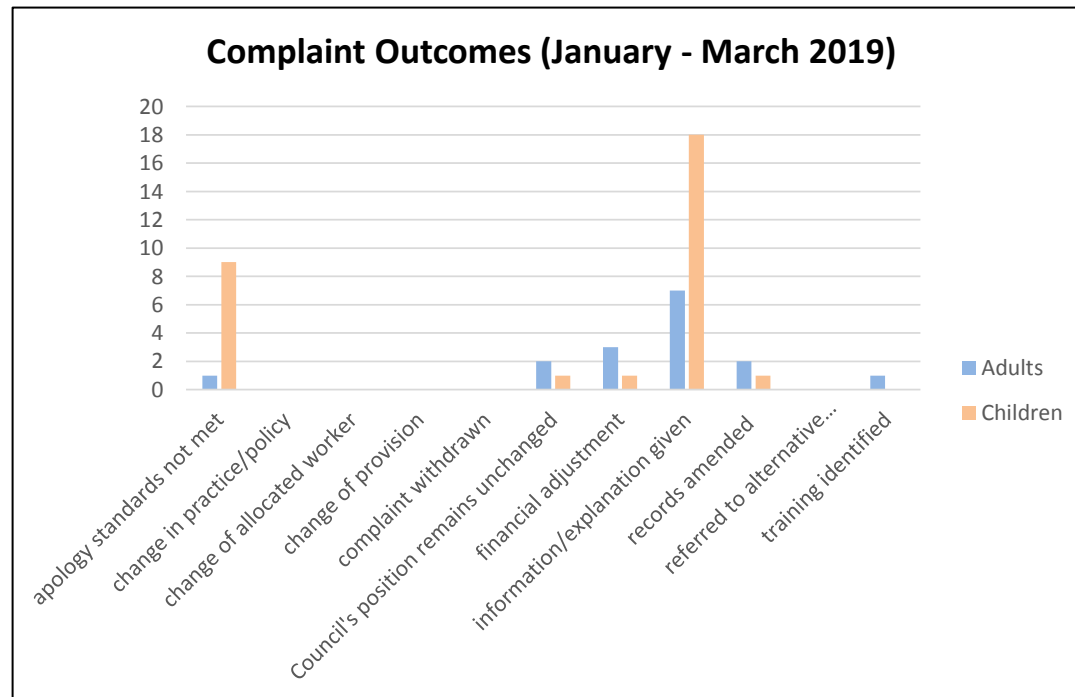
Showing this quarters performance

	January				February				March				Total
	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20- 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20- 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 20- 65 days (%)	Cumul-ative
Social Care Adults - Statutory	11	82%			7	86%			9	33%			27
Social Care Children's - Statutory	7	57%			11	64%			9	56%			27
Stage 1 Logged (Total)	18				18				18				54
Completed in 20 days (%)		72%				72%				44%			63%
Stage 2 logged (Total)			2				1				1		4
Completed in 25-65 days (%)				0%				100%				100%	

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



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



Contact type:

