

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 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 March 2019

Performance for April to June 2019 (Quarter1) in short is therefore:

Stage 1 percentage to time overall	54%	
Stage 2 percentage to time	0	0
Stage 3 percentage to time	0	0
Stage 1 & 2 cumulative score		

Social Care Complaints team

Statutory Complaints Quarter 2 Report July to September 2019

	Stage 1					Stage 2							Comments
	Number Logged	Within 20 days	Within 20 days (%)	Over 20 days	Over 20 days and still open	Number Logged	Closed in 25 days	Closed in 25 days (%)	Closed in 65 days	Closed in 65 days (%)	Closed over 65 days	Over 65 days and still open	
Social Care Adults - Statutory (ASC)	7	3	43%	3	0								1x extension agreed beyond 20 working days
Social Care Adults - Statutory (third parties)	3	1	33%	2	0								
Children's Services- Statutory *	18	12	67%	5	1	3			1	33%		2	
Total	28	15	54%	4	1	3	0	0%	1	33%	0	2	

* A further 5 stage 1 complaints were received, of which 4 were withdrawn, and 1 is on hold

Showing this quarters performance

	Carry Over	July				August				September				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Cumulative*
Social Care Adults - Statutory (ASC)														
Stage 1 Logged (Total)		1	0			4	2			2	1			7
Completed in 20 days (%)			0%				50%				50%			
Stage 2 logged (Total)														
Completed in 20 days (%)														

	Carry Over	July				August				September				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 25 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 25 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 25 days (%)	Stage 2 Logged	In 65 days (%)	Cumulative*
Social Care Adults - Statutory (Third Parties)														
Stage 1 Logged (Total)		2	1			1	0			0	0			3
Completed in 20 days (%)			50%				17%				n/a			
Stage 2 logged (Total)														
Completed in 20 days (%)														

	Carry Over	July				August				September				Total
	Cumulative (Apr - Jun)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Cumulative*
Children's Services - Statutory														
Stage 1 Logged (Total)		4	2			9	5			5	5			18
Completed in 20 days (%)			50%				56%				100%			
Stage 2 logged (Total)				2	0			1	1			0	0	3

