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	90%	
Stage 2 percentage to time	0	0
Stage 3 percentage to time	0	0
Stage 1 & 2 cumulative score		

Social Care Complaints team

		S	stage 1			Stage 2							
					Over 20			Closed in		Closed in			
	Number	Within 20	Within 20	Over 20	days and	Number	in 25	25 days	Closed in	65 days	over 65	and	
	Logged	days	days (%)	days	still open	Logged	days	(%)	65 days	(%)	days	still	
Social Care Adults - Statutory (ASC)	25	23	92%	2	0								
Social Care Adults - Statutory (third parties)	2	2	100%		0								
Children's Services- Statutory *	12	10	83%	2		5	2				1		
Total	39	35	90%	4	0	5	2	0%	0	0%	1	0	

Comments
N.B. 25 days for Adults third party statutory complaints.
Childrren's Stage 2 - 1 ongoing, 1 on hold

Showing this quarters performance

	Carry Over		Octobe	r			Novem	ber			December				
	Cumulative (Oct - Dec)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 20 days (%)		In 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	dave	Cumul ative*	
Social Care Adults - Statutory (ASC)															
Stage 1 Logged (Total)		9	7			11	11			5	5			25	
Completed in 20 days (%)			78%				100%				100%				
Stage 2 logged (Total)															
Completed in 20 days (%)															
	Carry Over	October					Novem		December				Total		
	Cumulativo	Stage 1		Characa 2	L. CE	Chara 1	In 25 days	C. 2	In CE	Ch 1	In 25	Chara 2	In 65	C	

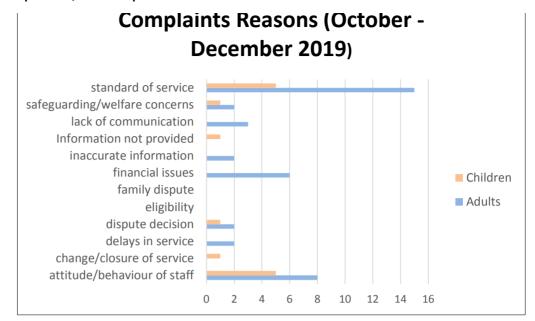
	Carry Over		Octobe		Novem	ber				Total				
	Cumulative (Oct - Dec)	Stage 1 logged	In 25 days (%)	Stage 2 Logged	In 65 days (%)		In 25 days (%)		In 65 days (%)	Stage 1 logged	In 25 days (%)	Stage 2 Logged	In 65 days (%)	Cumul ative*
Social Care Adults - Statutory						•		•		,				
(Third Parties)														
Stage 1 Logged (Total)						1	1			1	1			2
Completed in 25 days (%)			#DIV/0!				100%				100%			
Stage 2 logged (Total)														
Completed in 20 days (%)														

Carry Over	October					Novemb	er	December				Total
(Oct - Dec)	logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Stage 1 logged	In 20 days (%)	Stage 2 Logged	Stage 1 logged	In 20 days (%)	Stage 2 Logged	In 65 days (%)	Cumul ative*

Children's Services - Statutory										•			
Stage 1 Logged (Total)	1	1			7	6			4	3			12
Completed in 20 days (%)		100%				86%				75%			
Stage 2 logged (Total)			3	1			1	1			0	0	4
Completed in 20 days (%)		0		33%				100%				n/a	

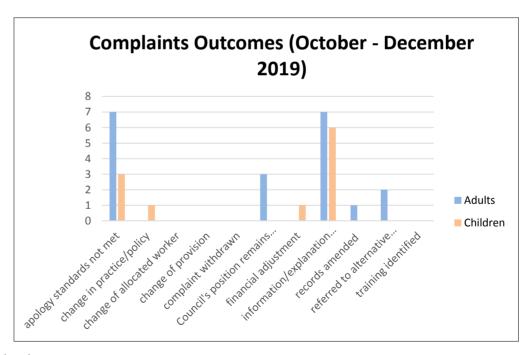
	numbers logged April 19- March20 (Stage 1&2)	No.	//.i.5	June 19	July 129	NIELIŻE O		OCORE A	Moverber"	S / Seeriber / S	String Spirit Note: 30	/
Adult Social Care - statutory	56		3 12	2 4	3	6	3	7	12	6	_	
Children's Services - statutory	50		5 8	3 7	7	6	5	1	7	4		

N.B There can be more than one complaint reason



Outcome

	Oct-Dec							
	Adults	Children						
Complaint Withdrawn	8	3						
Not Upheld	13	6						
Partially Upheld	2	1						
Upheld	4	2						



N.B There can be more than one complaint outcome

Contact Type (Oct - Dec)

