

**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	<b>90%</b>	
Stage 2 percentage to time	0	0
Stage 3 percentage to time	0	0
Stage 1 & 2 cumulative score		

Social Care Complaints team

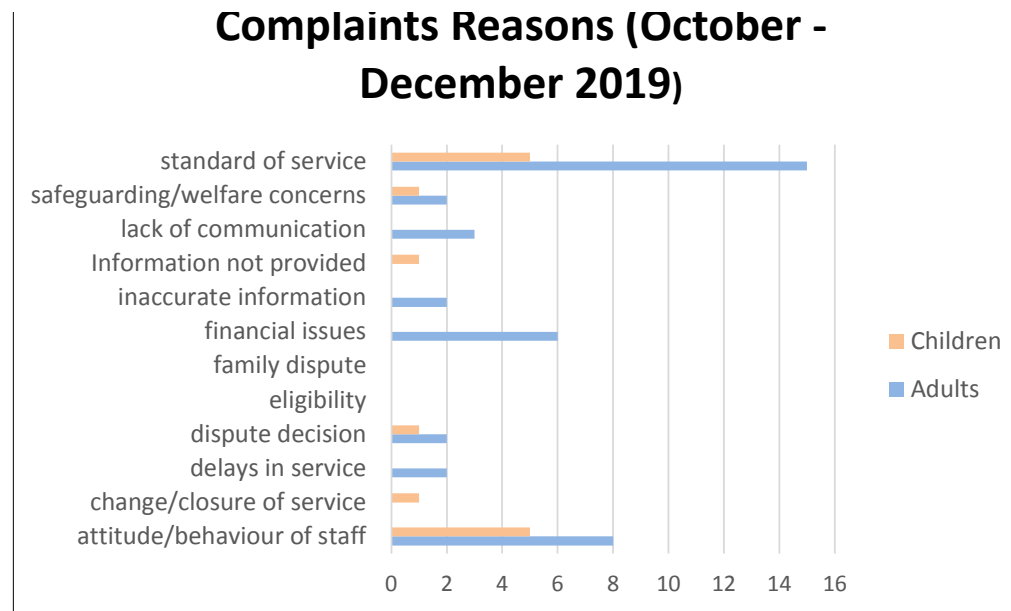


Statutory Complaints Quarter3 Report October to December 2019

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	4
Completed in 20 days (%)			0		33%				100%			n/a	

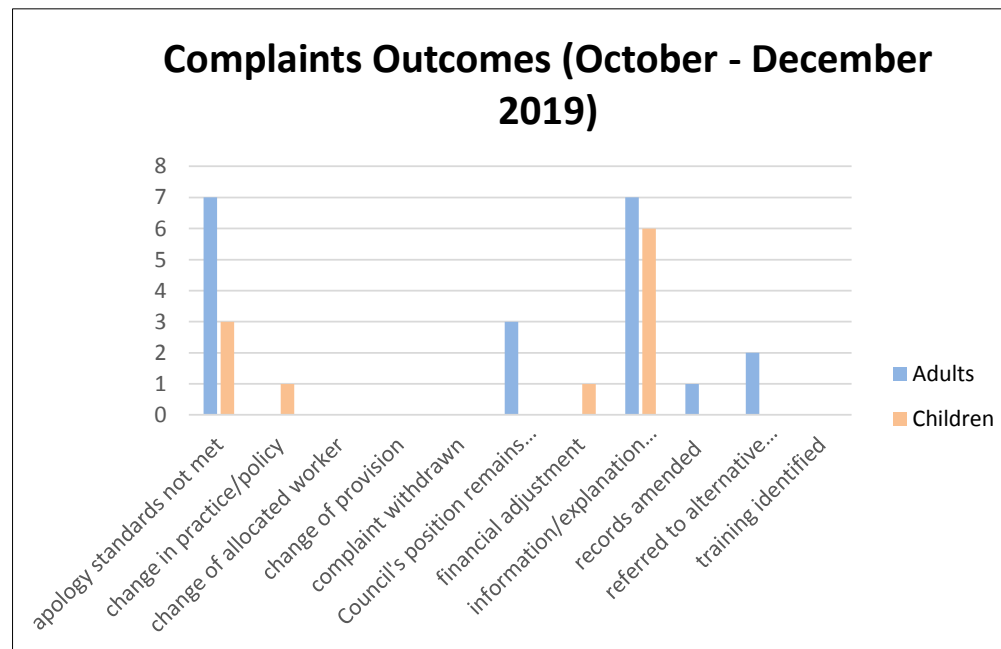
	Cumulative numbers logged April 19- March 20 (Stage 1&2)	% of total	April '19	May '19	June '19	July '19	August '19	September '19	October '19	November '19	December '19	January '20	February '20	March '20
Adult Social Care - statutory	56		3	12	4	3	6	3	7	12	6			
Children's Services - statutory	50		5	8	7	7	6	5	1	7	4			

N.B There can be more than one complaint reason



Outcome

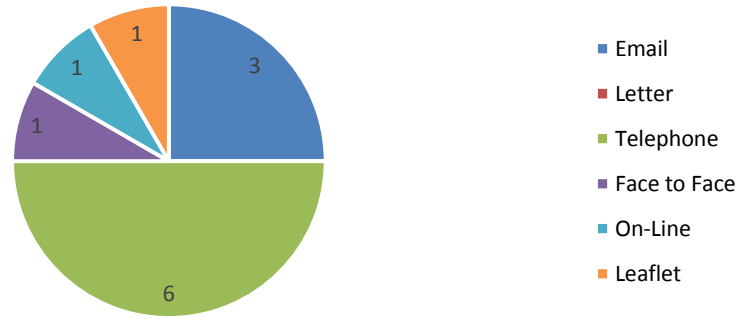
	Oct-Dec	
	Adults	Children
Complaint Withdrawn	8	3
Not Upheld	13	6
Partially Upheld	2	1
Upheld	4	2



N.B There can be more than one complaint outcome

### Contact Type (Oct - Dec )

### Children



### Contact Type (Oct - Dec ) Adults

