

## APPENDIX B

### Appendix 1: Overall number of complaints in 2018-19

Number of complaints received at each stage			
Type of complaint	Stage 1	Stage 2	Stage 3
Statutory complaints	54	3	2
Service Complaints	50	2	N/A
<b>Total</b>	<b>104</b>	<b>5</b>	<b>2</b>

Number of complaints received by each Head of Service area (Stage 1)	
Intervention & Planning	34
Intake & Assessment	27
Corporate Parenting	21
Placements and Disabilities	11
Safeguarding, Quality and Workforce Development	5
Early Years & Early Help	4
Commissioning	2
<b>Total</b>	<b>104</b>

## Appendix 2: Stage 1 complaints

Stage 1 complaints responded to within timeframe			
Reporting Period	Within time	Out of time	% on time
April	3	8	27%
May	6	3	67%
June	5	6	45%
July	6	7	46%
August	3	5	38%
September	5	1	83%
October	4	4	50%
November	5	8	38%
December	3	3	50%
January	1	1	50%
February	5	4	55%
March	2	6	25%
<b>TOTAL</b>	<b>48</b>	<b>56</b>	<b>46%</b>

Breakdown of service users making complaints	No. of complaints received
Parent - Mother	44
Parent - Father	24
Other Family	12
Young Person	9
Professional (External)	6
Foster Carer	6
School	3
Other	2

Reasons for complaint (Stage 1) compared to previous year			
Reason for complaint	2017-18	2018-19	Difference
Action of Staff	48	43	-5
Assessment	4	13	+9
Communication issues	5	6	+1
Decision	19	15	-4
Delays in Service	6	3	-3
Finance	6	4	-2
Other	0	0	0
Policy	1	0	-1
Poor Service	32	20	-12

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### Appendix 3: Complaints received from young people

	No. received	No. responded to on time	No. upheld	No. Partially Upheld	No. not upheld
Social Care	9	4	2	2	5
Non-social care	0	0	0	0	0

Reason for complaint	No. received
Action of Staff	2
Decision	1
Financial	2
Delays in service	1
Communication	1
Poor Service	2

Team	No. received
Children in Care Teams	3
Onwards & Upwards (Leaving Care)	5
Placements Team	1

#### Appendix 4: Compliments by service area

Social Care Team	No. of compliments recorded
Corporate Parenting	30
Early Years & Early Help	13
Intake & Assessment	12
Intervention & Planning	8
Youth Service & Youth Offending	7
Placements and Disabilities	5
Commissioning	3
Inspection & Improvement	3
Safeguarding, Quality and Workforce Development	2
<b>Total</b>	<b>83</b>

Breakdown of service users making compliments	No. of compliments received
Professional (External)	19
Parent	17
Young Person	10
Foster Carer	10
Professional (Internal)	9
School	10
Other Family	5
Other	3