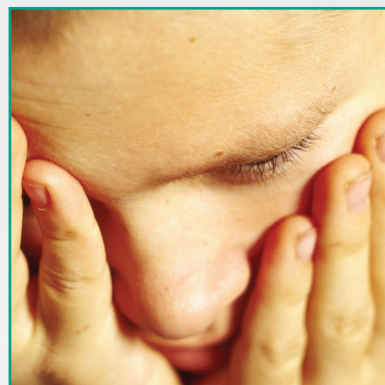


Complaints Report

Children's Social Care

1st April 2014 - 31st March 2015



Contents

Executive Summary	2
1. Complaints; Definition and Service Provision	4
2. Complaints Process.....	5
3. Analysis.....	5
Complaints Received.....	6
Nature of Stage 1 Complaints & Issues.....	7
Breakdown of Outcomes by Nature of Complaint.....	9
Complaints brought by Adults.....	9
Complaints brought by Children.....	9
Outcomes and the use of Advocacy.....	10
Outcome of Stage 1 Complaints.....	11
Timescale for Responses to Stage 1 Complaints.....	12
Complainants Profile.....	13
Stage 2 Complaints.....	14
Local Government Ombudsman.....	14
4. Lessons Learned and Actions.....	15
Service Provision	15
Improvements in record keeping and recording.....	15
5. Compliments.....	16
6. Conclusion.....	18
Appendix A – The Children’s Social Care Complaints Process.....	18
Appendix B – The Corporate Complaints Process.....	19
Appendix C – How to Complain.....	20
Appendix D – Advocacy support.....	21