

Information briefing

Report From: Strategic Director for People

Report To: Health and Social Care Overview and Scrutiny Committee

Date: 24 November 2015

Title: Customer Care & Citizen Involvement Team Comments,
Compliments and Complaints Annual Report 2014 -2015

Summary:

- 217 complaints were received during this reporting period, a reduction on the previous two years;
- Assessment and Support Planning again received the largest number of complaints (129) compared to (204) for the same service area last financial year;
- 40 complaints were withdrawn during the process;
- The Statutory timeframe for responding to a complaint is six months: 174 were responded to within that timeframe;
- Lack of service was again the highest overall reason for complaints received with 41;
- 29 Local Government Ombudsman Complaints were registered for the reporting period

Background information:

Legislation allows access to the statutory complaints procedure to anyone who is in direct receipt of a service and is likely to want to make representations, including complaints about the actions, decisions or apparent failings of a Social Care & Health Directorate. It also allows any other person to act on behalf of the individual concerned, who can demonstrate a significant interest in the welfare of that individual and that their actions are acceptable and appropriate.

Contact details: Melanie Gray
Manager
Customer Care & Citizen Involvement Team
Tel: 0121 675 7306