

CUSTOMER COMPLAINTS – (1 APRIL 2015 – 31 DECEMBER 2015)

PEOPLE

LEARNING FROM COMPLAINTS

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
705	Complaint regarding a member of Angus Council staff posting inappropriate comment on social media networking site	Upheld	People – Schools & Learning	School to review actions re contacting parents	Brought the issue of the appropriate use of social media and SSSC guidance on the use of social media into the schools attention
733	Complaint regarding discrimination of child on school trip	Partially upheld	People – Schools & Learning	The need to improve the communication between the parents and the school in relation to specific requirements of pupil	Clearer lines of communication required
743	Complaint regarding Data Protection Breach	Partially upheld	People – Schools & Learning	Corporate protocol for responding to Data Protection Breaches to be developed for staff guidance	A Corporate protocol has been developed and approved by the Council management team.
751	Complaint regarding Educational Psychologist observing child without parental consent. Also information shared with ex-partner of child's parent	Partially upheld	People – Schools & Learning	Poor communication and different expectations	The importance of improving communication between the school and carers/parents
771	Treatment or attitude of a member of staff	Not upheld	People – Children & Young People	The need for clear case recordings to be undertaken by workers	No, complaint was not upheld
794	Complaint made as parent felt that child was being isolated and that communication on the matter was poor	Partially upheld	People – Schools & Learning	Poor communication and different expectations	The importance of improving communication between the school and parents

No.	Complaint Details	Complaint Resolution	Directorate	What did we learn from this Complaint	Have we changed anything as a result of this Complaint
833 & 834	Complaint about the way children are treated at school dinners at Rural School	Partially upheld	People – Schools & Learning	That if incidents occur at school meal times then it is necessary for us to review protocols for supervising school meals	It is necessary to review protocols on a regular basis to ensure they are fit for purpose