

## CUSTOMER COMPLAINTS – (1 JANUARY – 31 MARCH 2016)

## CHILDREN AND LEARNING

## 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
821	Complaint relating to a social worker in the child protection team and a social worker in the care & assessment Brechin/ Montrose team.	Not Upheld	Children and Learning – Children and Young People	There is a need for improved liaison with mental health services so a better understanding of respective roles is achieved	Heightened awareness of the complexity of particular cases and a need for services to communicate with each other to meet service user needs
825	Complaints relating to service within care and assessment children's team in Montrose.	Not Upheld	People – Children and Young People	Meeting held with complainant to discuss her complaint. She was dissatisfied with the outcome.	No remedial action required.
874	Failure to Act on potential sexual abuse and use the correct procedure. Failure to follow Angus Council Guidelines and protect a child at risk.	Partially Upheld	People – Children and Young People	Met with parents. Contacted & interviewed HTs from schools. Interviewed named CAMHS representative. Statements gathered from ASN staff.	Work progressing through relevant service managers

5 Investigation Complaints in total - 2 of these Complaints were "Not Corporate Complaints"