

CUSTOMER COMPLAINTS – (1 APRIL 2016 – 31 MARCH 2017)

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
1044	Complaint re member of staff and failure to provide service	Not upheld	Children and Young People	Thorough investigation undertaken as complainant not happy with the service provided by the allocated social worker but no evidence to support this claim.	No changes to note.
1045	Complaint re treatment and attitude of a member of staff	Upheld	Children and Young People	Complications due to transfer of supervision from Dundee Council to Angus Council. The two authorities took a different approach to financial support for nursery provision. Understood that in Dundee this was paid for by the Council but in Angus normal practice is that kinship carers can access the Council's registered childminding service. At the time of the transfer of case to Angus, the child was already receiving paid-for nursery provision. Team Manager, initially agreed for this to continue but subsequently realised that this was contrary to departmental procedures and made a decision that this should be stopped.	Whilst procedures regarding the allocation of childminding places are there to ensure consistency of approach and fairness in the allocation of resources, a child-centred approach should always be taken. Social work managers should be alerted to the need to continue with existing provision where this is in a child's best interests even if this is only for a transitional period to allow changes to be properly and sensitively arranged.

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1067	Complaint re decision that has affected whole family	Not upheld	Children and Young People	Joint investigation undertaken involving children and learning, housing and licensing. It was noted that the complaints relating to the NHS and the Courier newspaper could not be progressed by Angus Council.	Communication between the secondary school and complainant to be progressed.
1131	Complaint re delay in responding to enquiries and requests	Partially upheld	Children and Young People	Failure to meet commitments and alleged breach of confidentiality. Upheld failure to meet commitments. Confidentiality issue not substantiated.	Head of Service to review procedure for dealing with access to records request.
936	Complaint re treatment or attitude of a member of staff	Partially upheld	Children and Learning – Schools and Learning	Staff interviewed and evidence gathered. Procedures on behaviour management and exclusion procedures to be reviewed.	Written agreement on matters raised at meetings with parents should be signed by all parties at the conclusion of the meeting.
1050	Complaint re failure to provide service by the school	Upheld	Children and Learning – Schools and Learning	Complainer met and a full statement noted. Complainer not satisfied with how school are providing support for child or communication with her.	Head Teacher to co-ordinate all communication between professional partners and conduct review meetings timeously ensuring that all agreed plans are actioned.
1068	Complaint re treatment or attitude of a member of staff	Upheld	Children and Learning – Schools and Learning	Lack of communication between school and parents regarding transition planning to secondary school for child.	A Child's Plan to be created and reviewed regularly to identify planning for transition to High School. The need for more frequent and clear communication between school and parents in relation to planning and transition.

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1084	Complaint re an equalities issue	Partially upheld	Children and Learning – Schools and Learning	Head Teacher to review the EIPs of all young people in the school and ensure that they meet expectations described above and that they are in line with the relevant Schools and Learning guidance.	EIPs that do not meet these criteria will be revised by the school in consultation with young people and parents.
1091	Complaint re teacher	Partially upheld	Children and Learning – Schools and Learning	Head Teacher spoken to who in turn communicated with the complainer throughout.	School have assured the complainer that child will not be left alone in the company of the class teacher in future.
1095	Complaint about Education Department	Partially upheld	Children and Learning – Schools and Learning	QIO and service manager involved in thorough investigation of the matter. Staff were interviewed and evidence gathered.	Changes have been made to the school's planning procedures for residential trips to ensure such incidents do not occur in the future.