

CUSTOMER COMPLAINTS – (1 JULY – 30 SEPTEMBER 2017)

ANGUS HEALTH AND SOCIAL CARE PARTNERSHIP

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
1286	Treatment and attitude of a member of staff	Not upheld	Angus Health and Social Care Partnership	Complaint regarding conversations and interactions between complainant and Social Worker. Complaint against formal processes that are underway.	No action required.
1331	Delay in responding to enquiry	Not upheld	Angus Health and Social Care Partnership	Disagreement about an assessment and withdrawal of an application for Free Personal Care for a resident in a care home.	No action required.