

CUSTOMER COMPLAINTS – (1 July – 30 September 2017)

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
1187	Failure to provide service	Partially upheld	People – Children & Young People Services	Detailed report prepared and extensions granted due to complex nature - some findings partially upheld and others not upheld.	Recommendations Service Wide <ul style="list-style-type: none"> • Social workers are to be reminded of the need to date and record name and title on completed reports; • Social workers to be reminded to fully qualify, with evidence, terms used in reports and this is to be reiterated in 'assessment and decision making training; • Social workers, Managers and Reviewing Officers are to be reminded to ensure that all delays in assessments are communicated clearly to families.
1285	Other. Complainant unhappy about instructions allegedly received from staff with regard to an investigation into concerns about the well-being of a child	Partially upheld	People – Children & Young People Services	Dissatisfaction with communication from staff in CPT and Police Scotland.	Letter written to complainant clarifying circumstances and apology given for poor communication.
1334	Delay in responding to enquiries and request	Not upheld	People – Schools	Evidence gathered for the complaint shows that there have been numerous attempts by staff within the business support unit to explain the reason not to award free school transport to complainant's child.	To make available, as a matter of course, the appeals process for parents/carers for free school transport on the basis of safety grounds.