

CUSTOMER COMPLAINTS – (1 APRIL – 30 JUNE 2018)

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 |
|------|--|----------------------|--|---|--|
| 1506 | Delay in responding to enquiries and request | Upheld | Angus Health and Social Care Partnership | Meetings arranged with complainant and also manager who investigated original complaint. AHP/OT notes, Home Care Assessor's records reviewed. Reviewed Council's Access to Personal Records Operational Instruction and interviewed member of staff involved. | Investigating officer will share outcome of complaint anonymously with the relevant teams to ensure learning has taken place and communication between professionals improves. |