

## CUSTOMER COMPLAINTS – (1 APRIL – 30 JUNE 2018)

## 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
1504	Distrust in Angus Council staff dealing with complainant's case	Not Corporate Complaint	People – Children and Young People's Services	N/A	N/A
1587	Inadequate standard	Partially upheld	People – Children and Young People's Services	The systems and processes in place between the Council and the Health & Social Care Partnership have been shown to be inadequate in terms of the confusion over who should receive documents, who should update records, and the time taken to do so.	<ol style="list-style-type: none"> <li>1. Angus Council to require Access Office staff to only accept correspondence for onward transmission through the Council's courier service if it is in a sealed envelope, enabling individuals who may be submitting correspondence to be responsible for sending it to its intended destination.</li> <li>2. Processes to be set up between the Council and the Health &amp; Social Care Partnership to determine who should be the first point of contact in such similar situations and how the documents will be treated.</li> <li>3. Separate excel spreadsheets for contacts should not be used in addition to CareFirst and Integra.</li> </ol>

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					<ol style="list-style-type: none"> <li>4. Whoever is in receipt of correspondence shall immediately update records</li> <li>5. The council should consider amending processes for lodging joint powers of attorney and to establish the main contact.</li> <li>6. Clear service standards should be set and adhered to as part of any new process.</li> <li>7. The Council offer an apology to the complainant in relation to the customer service they have received especially the communication with the individual.</li> </ol>
1518	Concerns with education of child	Partially upheld	People - Schools	Communication from staff to parents to progress of young person was ineffective.	Head Teacher has been made aware of this and will ensure that work on more effective systems of communication with parents is developed and evaluated.
1523	Dissatisfied with how school has handled various situations	Not upheld	People – Schools	Investigation completed.	Discussions with parents, review of documentation and discussions with school staff.

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1529	Complaint re senior management team at school	Partially upheld	People – Schools	The parent and family had been through a very traumatic and stressful time. No actions were deemed to be appropriate. Of the 6 parts of the complaint 4 were not upheld and 2 were partially upheld due to the feelings of the parent, however, there was no evidence to show that any actions or behaviours of school staff should have been modified.	No recommendations arose from this investigation.
1564	Complaint about Head Teacher at a school	Partially upheld	People – Schools	<p>A number of issues were investigated concerning parents' perceptions as to how the school and Head Teacher had dealt with incidents involving their child and their view that their child had been treated differently to other children.</p> <p>Aspects of complaint:-</p> <p>2 upheld, 1 partially upheld, 2 not upheld and 1 not possible to draw a conclusion.</p>	Will continue to monitor and support the school and its promotion of a positive ethos.