

Appendix 2 **Children's Social Services**

Summary of complaints received across service areas (2013-14)

Childcare Fieldwork

67 complaints were received during the year. The themes included: case management issues, disputes between parents, lack of support or information, perceived breaches in confidentiality, decisions/courses of action taken by the Service, and issues with Court reports.

Resolutions included face to face meetings with the relevant Team Managers and the Service Manager. Apologies were made where the quality or level of service fell below expectation, and matters put right in individual cases.

In cases where no fault was found with the Department, it was clearly explained to complainants the reasons for our courses of action and the decisions made.

Resources Service

The 8 complaints responded to at Stage 1 included issues about contact arrangements, issues raised by foster carers and kinship carer's assessments. These issues were resolved by reviewing contact venues or arrangements, or explaining how and why the Department had reached a particular decision.

Children's Integrated Disability Service (C.I.D.S.)

The 9 complaints made at Stage 1 included case management issues and delays in providing a service. Where appropriate apologies were made for the lateness in providing a service or that a case could have been handled differently. Again, those complaints where the Department was not found to be at fault involved explaining to complainants how and why the Department had reached a particular decision.

Safeguarding Unit

One complaint was made about the chairing of a case conference. It was explained the relevant procedures were followed.