



REPORT D

**EDUCATION & CHILDREN  
SCRUTINY COMMITTEE**

**Complaints and Compliments Report  
Half Year  
April – September 2015**

## Report D

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## 1. Principles

Carmarthenshire County Council's Corporate Complaints Procedure, which was adopted in May 2011, emphasises the following principles:

- To ensure that as many complaints as possible are **resolved at stage 1** local resolution;
- To ensure that investigations follow the **'Investigate Once, Investigate Well'** principle;
- To adopt a stronger emphasis on **learning from complaints** and utilising them where possible to reform service design.

## 2. Definition

A **definition of a complaint** is:

- an expression of dissatisfaction or concern
- about a public service provider's action or lack of action
- or about the standard of service provided
- which requires a response
- whether about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

The complaints referred to within this report are the ones where the investigation has been completed during the period of this report. This report does not reflect any complaints which are currently open and under investigation.

## 3. Summary of findings

Compliments:

- The Department for Education & Children received **15** compliments during April - September 2015 compared to 7 compliments in the same period last year.

Complaints:

- The Department for Education & Children investigated and responded to **9** complaints during April - September 2015, compared to 15 complaints in the same period last year;
- There has been a decrease in the amount of complaints received for Children's Services, 11 complaints were received last year, decreasing to 5 for the same period this year;
- Education Services have received 3 complaints this year, which has remained constant compared to the same period last year;
- Strategic Development have received 1 complaint this year, which has remained constant compared to the same period last year;
- There have been no Cross Division complaints received this year.

#### 4. Complaints investigated and responded to within April - September of 2014

The Department for Education & Children investigated and responded to **9** complaints during April - September 2014.

	Stage 1			Stage 2			Stage 3
	No. of Complaints responded to <sup>1</sup>	No. receiving a full response within allocated time period <sup>2</sup>	No. receiving a response after allocated time period <sup>3</sup>	No. of Complaints responded to	No. receiving a response within allocated time period <sup>4</sup>	No. receiving a response after allocated time period	No. Of Social Care Statutory Complaints investigated at Stage 3 <sup>5</sup>
<b>CHILDREN'S SERVICES</b>							
Child Protection	1	1		1		1	
Children in need & looked after children	2	1	1				
Other	1	1					
<b>EDUCATION SERVICES</b>							
Admissions & Governor Support	1	1					
Governance & Inclusion	2	2					
<b>STRATEGIC DEVELOPMENT</b>							
Business Support	1	1					
<b>TOTAL</b>	<b>8</b>	<b>7</b>		<b>1</b>		<b>1</b>	

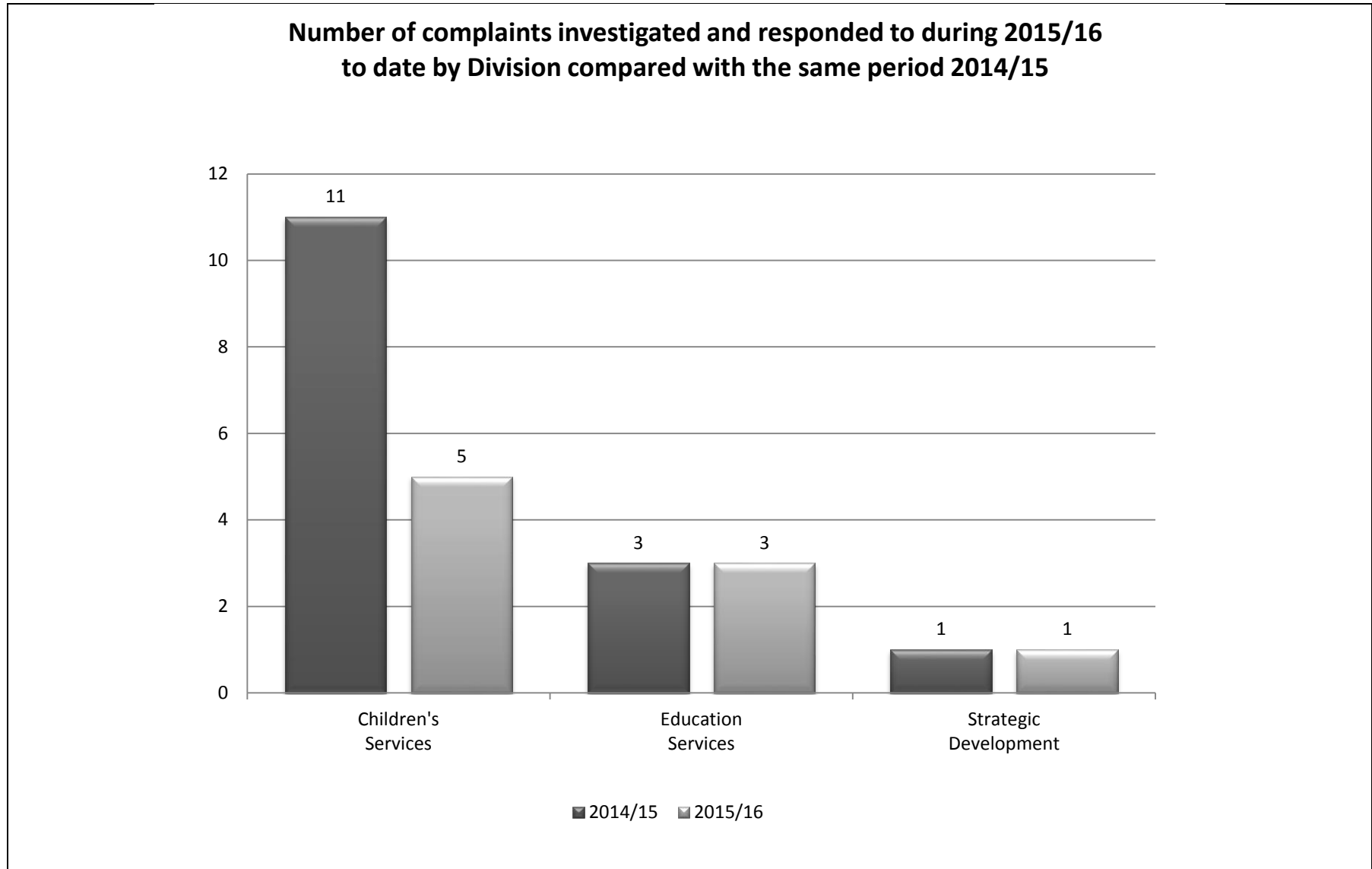
<sup>1</sup> This is the cumulative figure of complaints investigated and responded to this financial year

<sup>2</sup> Any corporate complaint which has been investigated and responded to within 10 working days

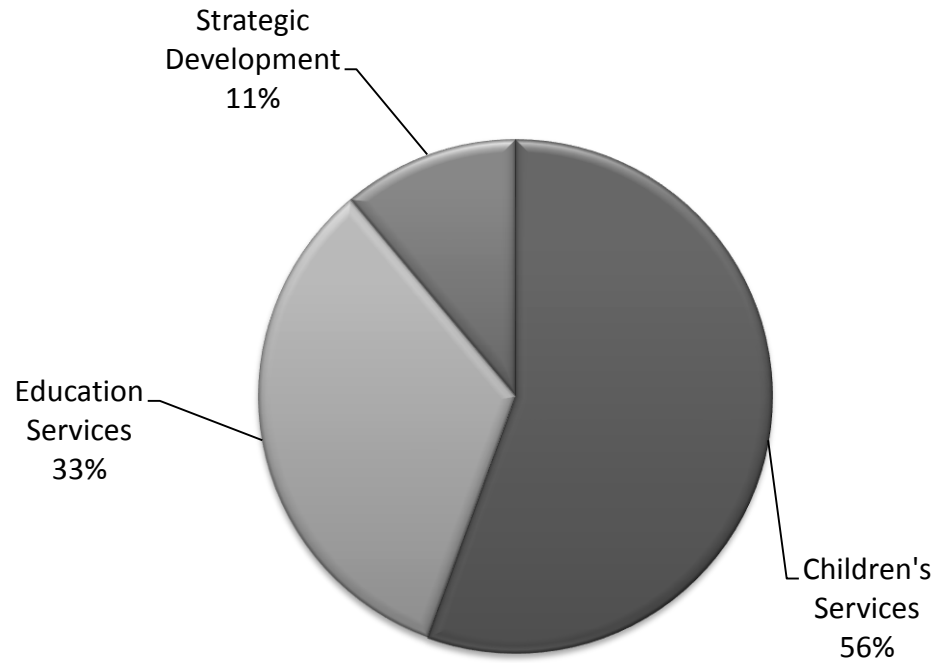
<sup>3</sup> Any complaints which have been investigated and responded to outside the allocated time period

<sup>4</sup> Any corporate complaint which has been investigated and responded to within 10 working days

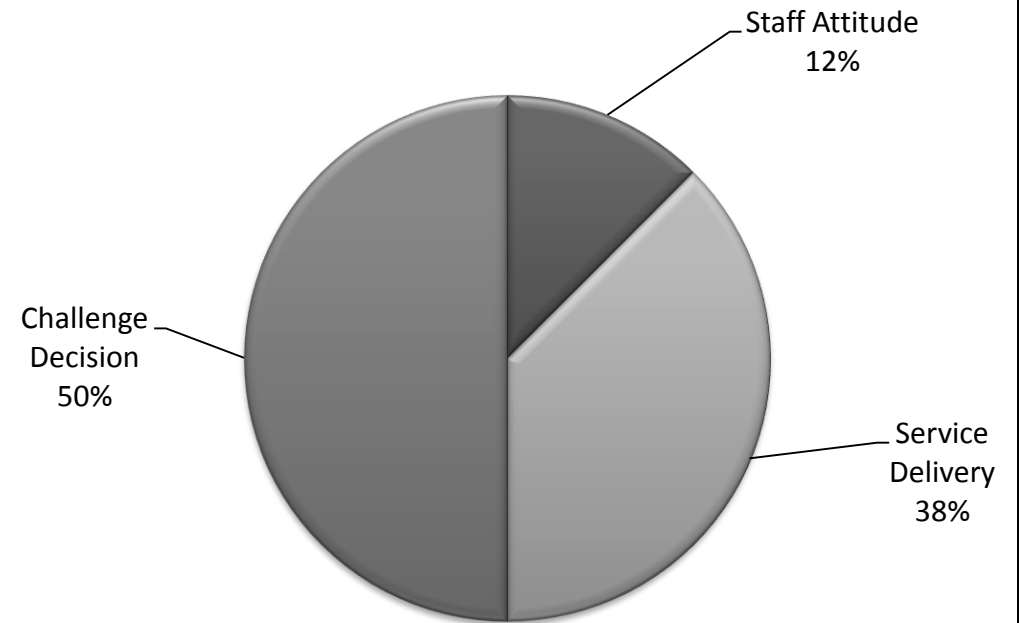
<sup>5</sup> Stage 3 procedure is only relevant to the Statutory Social Services Complaints Procedure, which covers adult social care, children services and mental health and learning disabilities (MHLDD)



**Complaints investigated and responded to 2015/16  
by Division**



**Subject of Complaints received 2015/16**



**5. Complaints referred to the Ombudsman**

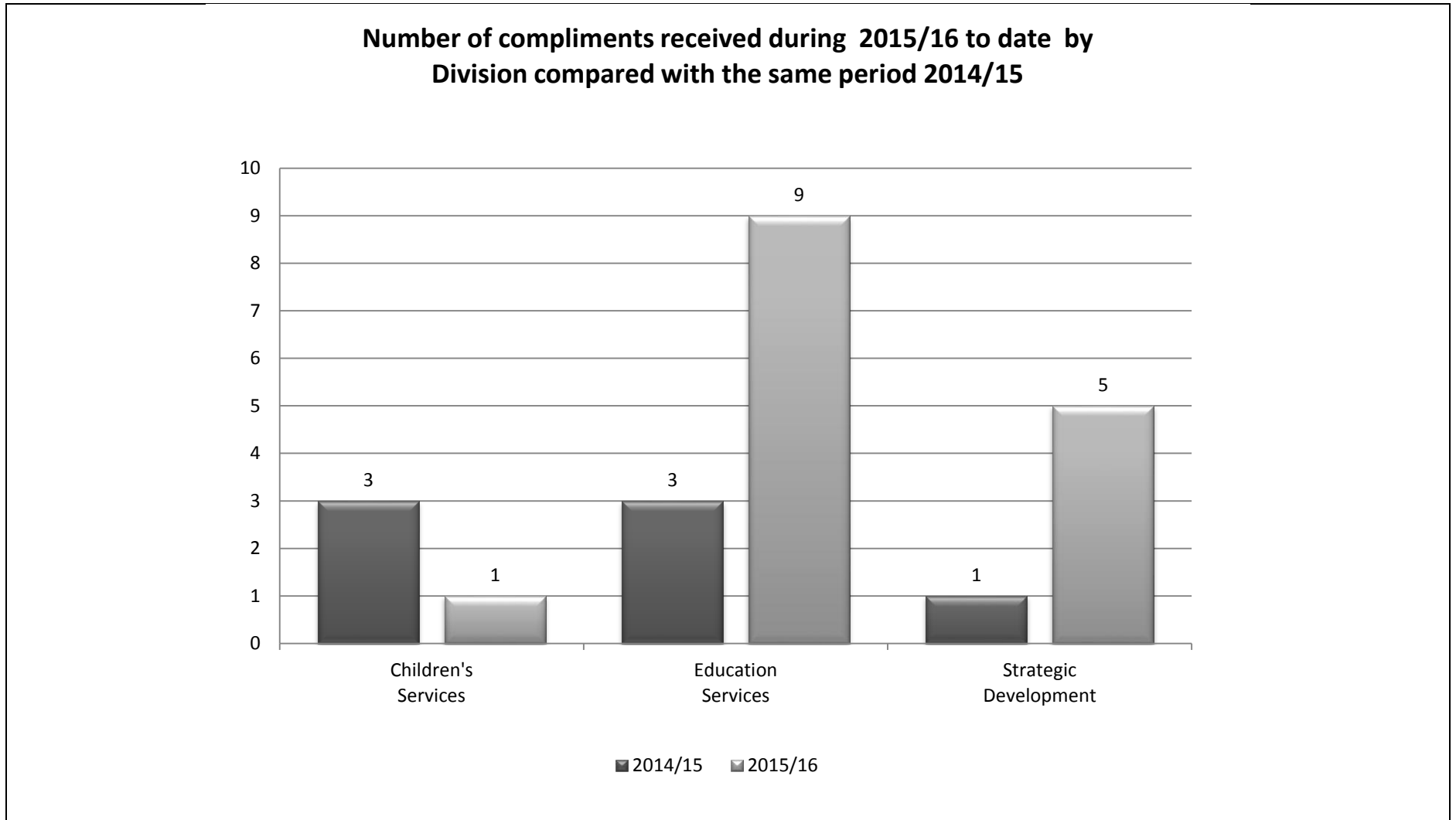
		<b>Ombudsman Conclusion</b>					
	<b>Concluded by Ombudsman 2015-16</b>	<b>Settled</b>	<b>Not Upheld</b>	<b>Discontinued</b>	<b>Out of jurisdiction</b>	<b>Referred back to Authority</b>	<b>Upheld</b>
Education & Children's Services	2	0	0	0	0	2	0

## 6. Compliments

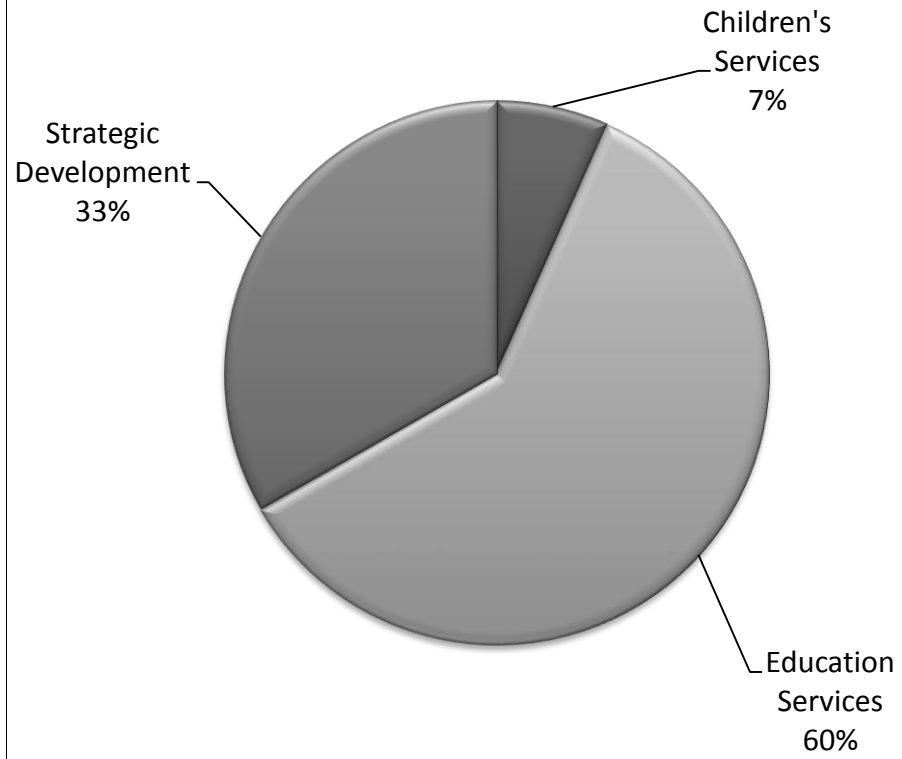
The Department for Education & Children received **15** compliments during April - September 2014.

	No of Compliments	
	Service Delivery	Staff Attitude
<b>CHILDREN'S SERVICES</b>		
Children with Disabilities	1	
<b>EDUCATION SERVICES</b>		
School Improvement	9	
<b>STRATEGIC DEVELOPMENT</b>		
Information & Improvement	5	
<b>TOTAL</b>	<b>15</b>	

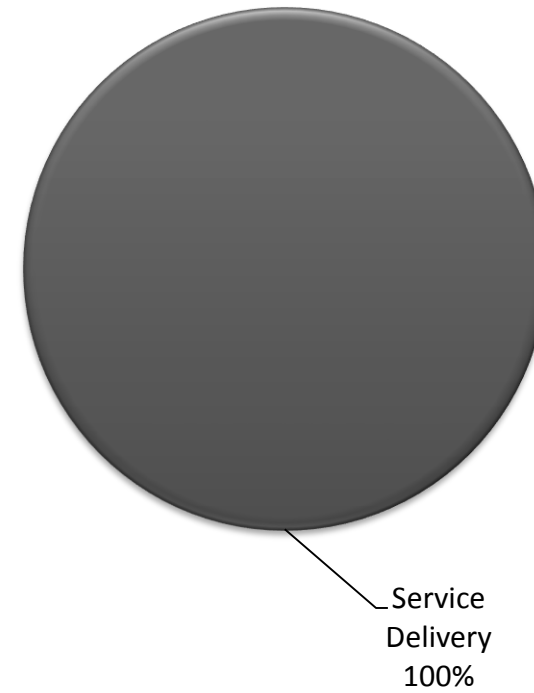




**Compliments received 2015/16 by Division**



**Subject of Compliments received 2015/16**



## 7. Education and Children Services including Statutory Complaints Procedure (Covering Children Services)

	Children Services		Education Services		Strategic Development	
<b>Stage 1 Complaints Investigated</b>	4		3		1	
Upheld					1	100%
Partially Upheld						
Not Upheld	4	100%	3	100%		
<b>Stage 2 Complaints Investigated</b>	1					
Upheld						
Partially Upheld						
Not Upheld	1	100%				

### Analysis of the nature of complaints and the trends

- There has been a decrease in complaints for Education & Children Services in comparison to the same period last year, down from the previous 15 complaints to this year's Q2 total of 9.
- Only 5 Children Services complaints are recorded, a decrease from last year's 11.
- An equivalent number of Education Services complaints are recorded as last year, the total being three.
- An equivalent number of Strategic Development complaints are recorded as last year, the total being one.
- 4 complaints received for Children Services were in relation to concerns and involvement with social workers and their teams. One of which was recorded at Stage 2. None were upheld.
- All of the 5 Children Services complaints were found to be not upheld.
- Education Services received 3 complaints, all recorded at Stage 1.
- All Stage 1 complaints were found to be not upheld. They included two complaints regarding a change in school term dates, and another was in relation to advice given by the School Admissions team.
- Strategic Development received 1 complaint, recorded at Stage 1.
- This was recorded as upheld. It was found that an advisor had been rude to a complainant while an enquiry was made regarding free school meals. An apology was given and the correct information was supplied to the complainant.

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Compliments	Children Services	Education Services	Strategic Development
Compliments received per division	1	9	5

### Analysis of the trends

- There has been an increase in the amount of Compliments recorded this year. Up from last year's total of 7 to this year's 15.
- Compliments for Children Services related to the following areas :  
  
Children with disabilities – *'There are not enough thank you's in the world. You have been my rock in my darkest hour'*.  
  
Compliments for Education Services related to the following:  
  
*'On behalf of the school, may I offer a massive thank you for the clear leadership which was clearly effective.'* Following a school's Estyn report.  
  
Compliments for Strategic Development related to the following:  
  
*'Thank you'* to the team who supported the roll out of the new Secondary Management Information System in Schools.  
  
*'Thanks for helping us out with the SIMS retrieval'*