



## COMPLAINTS FEEDBACK...

In 2006 we received 24 complaints....

<b>SOURCE:</b>	6 carers, 6 social workers, 3 parents or children and 9 "other".
<b>OUTCOME:</b>	15 not established, 9 upheld
<b>ISSUES:</b>	poor service, standard of care, confidentiality, conduct
<b>TIMESCALE:</b>	71% were dealt with within the 5 day standard. The average time taken to complete a complaint procedure was 20 days and the actual times ranged from same day resolution to 21 weeks.

We aim to provide a high quality service which customers and users can depend upon and welcome opportunities to review our performance and make necessary improvements.

We continue to work towards resolution of complaints within 5 days but the priority is to give due consideration to all the facts so we are confident that the outcome is accurate and fair.