



COMPLAINTS FEEDBACK

In 2007 we responded to a total of 33 complaints.

SOURCE:	5 carers, 7 social workers, 12 parents/children, 9 others
OUTCOME:	24 not established/upheld, 9 upheld/partially upheld
ISSUES:	Poor service, standard of care, inappropriate use of alcohol, confidentiality, conduct, lack of support
TIMESCALE:	39% dealt with within the 5 day standard. Further 54% dealt with in 2 working weeks. Average time taken to complete a complaint procedure was 3.5 weeks.

We aim to resolve complaints within 5 days but our priority is to fully consider all the facts so that we can be confident of a fair and accurate outcome.

We are constantly reviewing our practice and would welcome your comments on how we can improve our complaints procedures.