

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

5TH OCTOBER 2016

SOCIAL SERVICES QUARTERLY COMPLAINTS AND COMPLIMENTS REPORT

1ST APRIL 2016 - 30TH JUNE 2016

1. Purpose of Report

- 1.1 This report provides the Corporate Parenting Board with an overview of the operation and effectiveness of the statutory Social Services complaints procedure between **1st April 2016 - 30th June 2016**.
- 1.2 The report contains information on the number of complaints received, the nature of the complaints and any lessons learnt as well as detailing councilor, A.M and M.P enquiries and the number of compliments received.
- 1.3 As an attachment to the Complaints Quarterly Report is a summary provided by the Welsh Governments Independent Complaints Secretariat of comparative figures from each Local Authority in Wales. The figures show the number of complaints dealt with by each Local Authority at Stage 2 and those that progressed to Stage 3. Whilst the comparison does not indicate the total number of complaints received it provides an indication of how well Local Authorities effectively manage complaints at Stage 1 and 2 thus avoiding them escalating to Stage 3. The total number of complaints for 2011/12 relating to children's services was 77 with only 2 progressing to the next Stage both of which were resolved successfully.

2. Recommendations

It is recommended that Corporate Parenting Board note the contents of the report and the work undertaken by the Complaints Unit.

3. Background

- 3.1 It is a statutory requirement under the following items of new recently issued legislation for local authorities to have in place a complaints and representations procedure for Social Services:
 - i). Representation Procedure [Children][Wales] Regulations 2005
 - ii). Social Services Complaints Procedure [Wales] Regulations 2005

3.2 Each local authority that provides social services is required to produce an annual report relating to the operation of its complaints and representations procedure.

3.3 The statutory complaints procedure Social Services has three stages:

Stage One: Local Resolution – The emphasis at this stage of the process is to resolve the complaint by means of discussion and problem solving, whilst adhering to the 10 working days response time that has been imposed under the Regulations.

Stage Two: Investigation – If the complainant remains dissatisfied after completion of Stage One, they may request that the complaint proceeds to Stage Two of the process. This involves a formal investigation of the complaint with a report being produced by the investigating officer appointed to the case. The timescale for dealing with this stage is 25 working days.

Stage Three: Review Panel – Similarly, if the complainant remains dissatisfied with the outcome of Stage Two, they may request a review panel. The panel consists of 3 people, independently appointed by the Welsh Assembly Government. The focus of the panel is to consider the administration of the complaints process, rather than reinvestigate the complaint.

Rhondda-Cynon-Taf County Borough Council
Adult and Children's Social Services

REPRESENTATION AND COMPLAINTS UNIT

1ST QUARTERLY REPORT

1ST APRIL 2016 - 30TH JUNE 2016

Summary – Children’s Services

1st Quarter 2016/17

Informal Complaints

Total Number = 30

**Informal Complaints made by
Parents/adults** = 29
Concluded = 22

**Informal Complaints made by
Children/advocates** = 1
Concluded = 0

Received via Corporate Scheme
= 3

Formal Complaints

Total Number = 0

Concerns = 0

Compliments = 20

Appeals
(Bus Pass) = 0

Ombudsman enquiries = 0

MP/AM enquiries
Total number = 9

Councillor enquiries
Total number = 0

Previous Quarter

Informal Complaints

Total Number = 19

**Informal Complaints made by
parents/adults** = 18
Concluded = 17

**Informal Complaints made by
children/advocates** = 1

Received via Corporate Scheme
= 2

Formal Complaints

Total Number = 1

Concerns = 0

Compliments = 26

Appeals
(Bus Pass) = 0

Ombudsman enquiries = 0

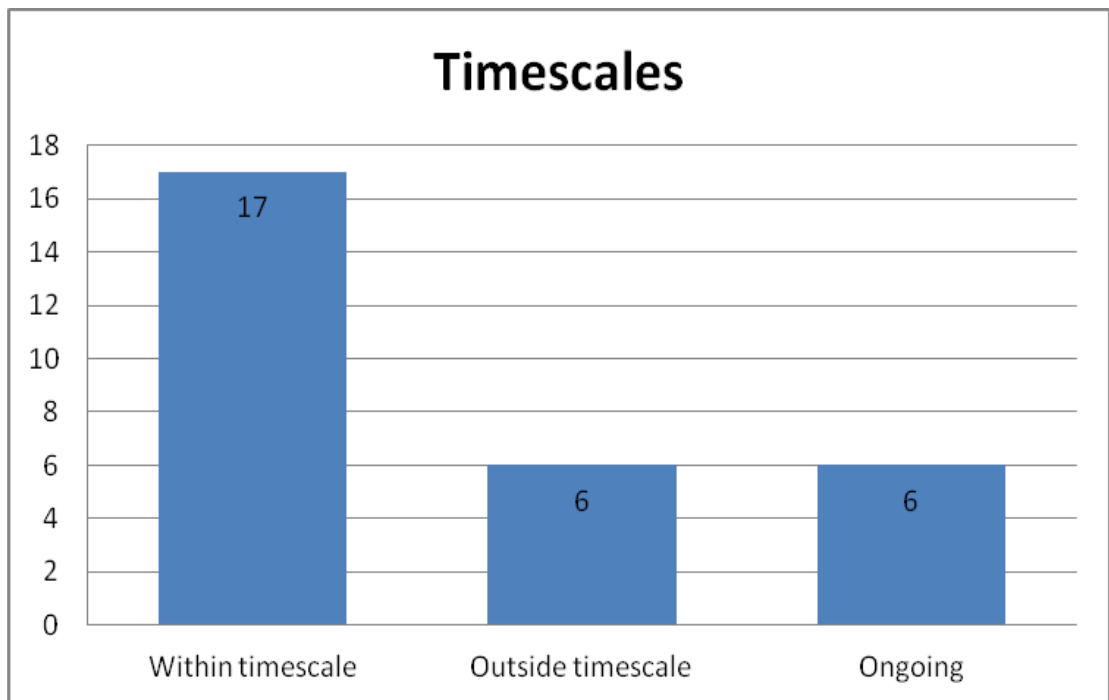
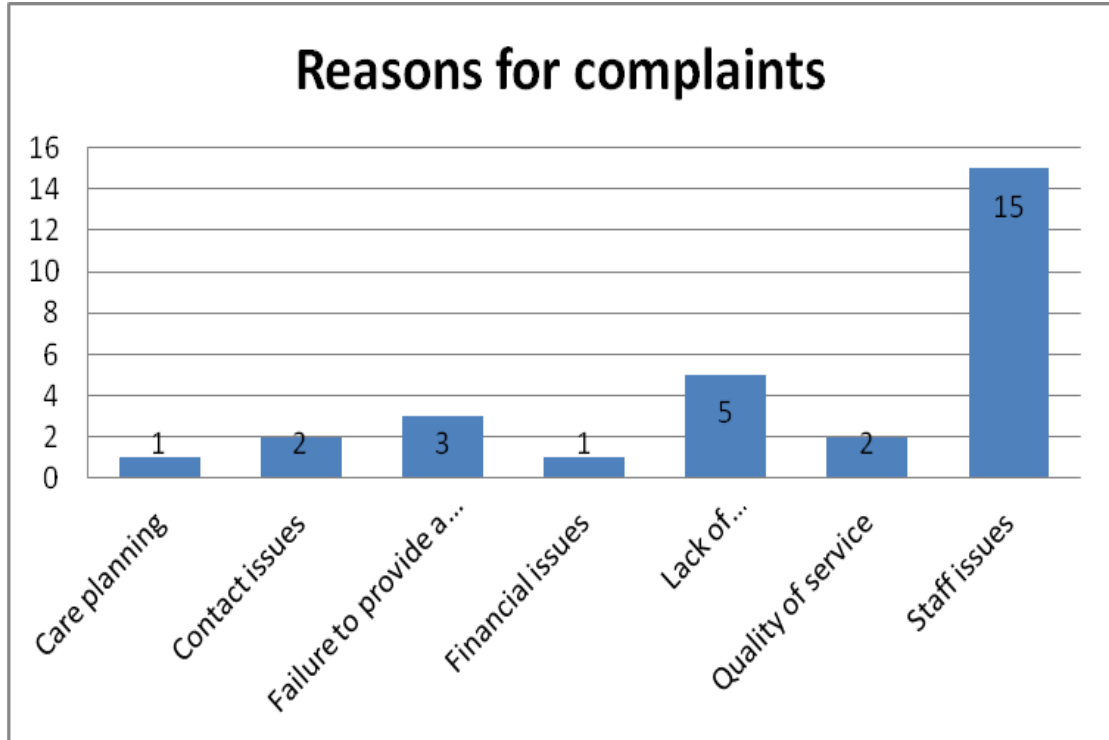
MP/AM enquiries
Total number = 9

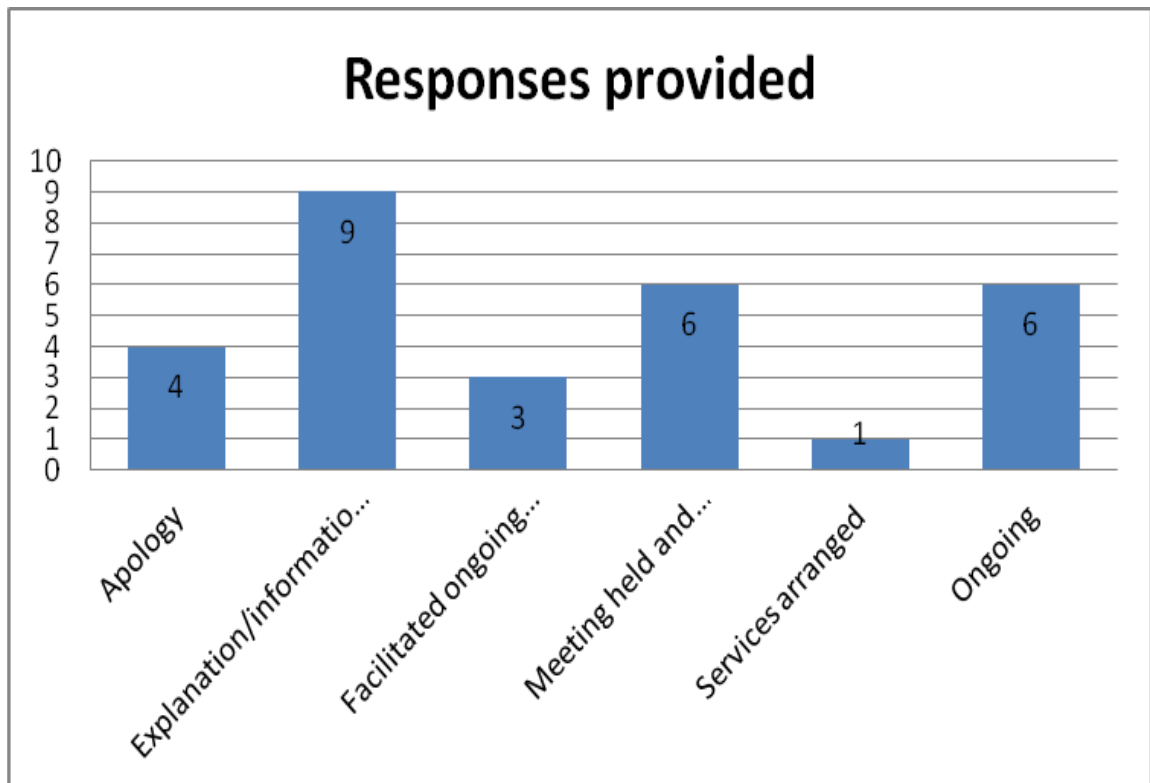
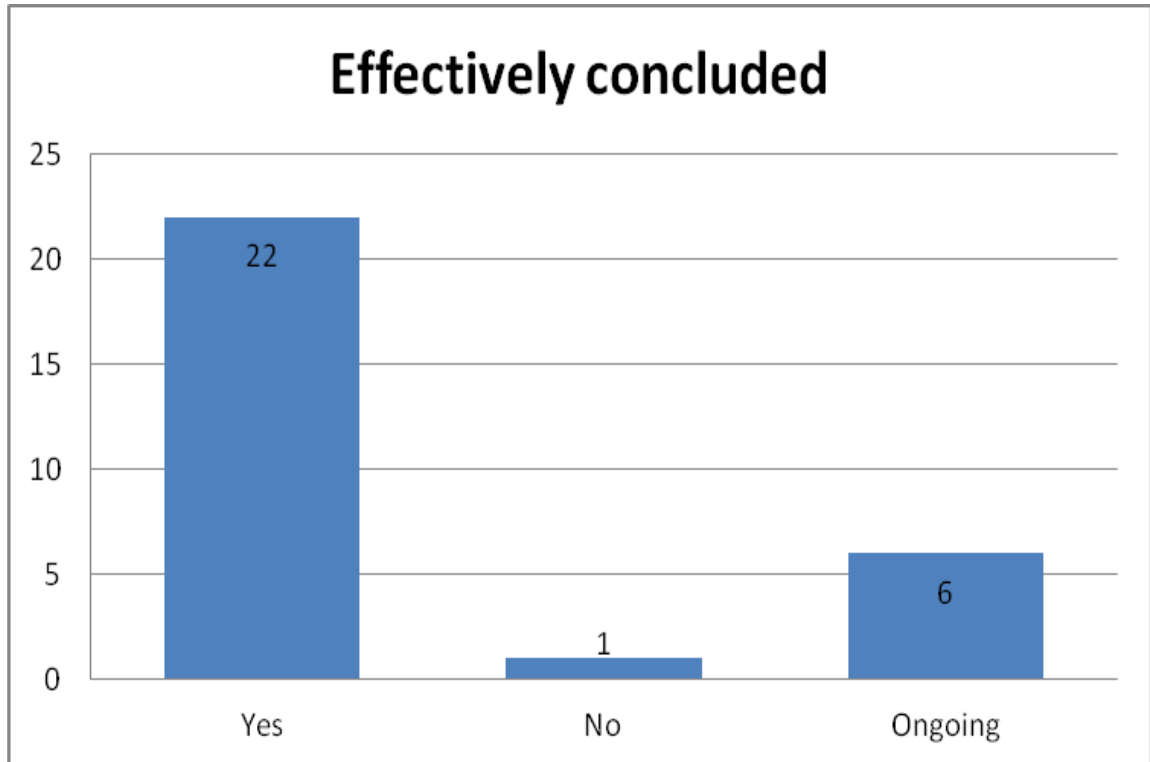
Councillor enquiries
Total number = 3

Children and Young People

Informal complaints made by Parents/Adults

Total = 29





Informal complaints made by Parents/Adults

Total 29

Section areas

Intensive Intervention = 25

Early Intervention = 2

Safeguarding = 2

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
Unhappy with DPB application process, that it does not open until Sept and that decisions won't be made until the following May. Also unhappy that only 12 spaces a year are awarded and wants to know why this is the case.		Intensive Intervention	ACE	Parent	Ongoing	Failure to provide a service	23/06/2016
Complaining about SW and how she spoke to her during a recent case conference. Claims that the SW made inappropriate remarks about her relationship with her daughter, which made her feel humiliated, embarrassed and upset.	Complaint was supported and confirmed by another professional present at the meeting. Member of staff concerned is no longer employed by RCT and so Manager is unable to address the issues directly with her.	Early Intervention	IFSS	Parent	Apology	Staff issues	10/05/2016
Feels that Children's Services are not giving her and her partner a chance to prove that they can look after the children and be a couple.	TM has discussed with complainant and explained that the written agreement was put in place to allow for further assessment to ensure there is no potential risk to her children.	Early Intervention	Enquiry & Assessment Team East	Parent	Explanation/information provided	Lack of information/communication	22/06/2016
Having problems arranging contact with her 3 children who are currently		Intensive Intervention	Intensive Intervention East 1	Parent	Ongoing	Contact issues	22/06/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
placed with family members. SW has promised to provide a list of contact details but this has not happened.							
Unhappy that her son has been placed with her mother which she feels is inappropriate. Feels SW is unsupportive. Says she has been trying to get help for her son for years, but this has not happened.	Son's bail conditions state he is not to have contact with his mother. SW would require son's permission to discuss his personal situation with his mother. SW has attempted to contact complainant, however, she stated that she did not wish to speak to him.	Intensive Intervention	16+ Team West	Parent	Facilitated ongoing relationships	Staff issues	26/04/2016
Complaining that since her niece moved to foster care the family have not been involved in any placement meetings or plans. She is also concerned that despite previous issues there appear to be no restrictions on her niece's access to social network sites.	Apology offered if it was felt that planning for YP was unclear. A clear plan is now in place and she has settled into her foster placement. Family have been invited to Looked After Review which is the forum that all future changes will be discussed.	Intensive Intervention	Intensive Intervention West 2	Relative	Apology	Failure to provide a service	09/05/2016
Complaining about the poor communication and the upset and anxiety that Children's Services	Agreement reached that SW will liaise with complainant's partner and, with her consent, keep	Intensive Intervention	Intensive Intervention East 3	Partner	Meeting offered	Lack of information /communication	04/05/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
involvement is creating for himself and his partner.	him updated re: care planning and enable him to contribute to care planning meetings held every 4-6 weeks.						
Feel that they have been misled regarding financial support and that there has been a lack of communication around adoption process. Do not think that RCT have acted in the best interests of the children.	Meeting held and agreement reached around arrangements for financial support.	Intensive Intervention	Intensive Intervention West 2	Potential Adoptive Parents	Meeting offered	Financial (including Direct Payments)	03/05/2016
Feels that the current written agreement is causing harm & disruption to her grandchildren and is affecting her daughter's mental health. Feels SW team have been patronising & bullying and used inflammatory language towards her.	Apology offered if complainant felt that planning was uncertain/unclear. Clear plan is now in place and progress being made to rehabilitate grandchildren to their mother's care.	Intensive Intervention	Intensive Intervention West 2	Relative	Apology	Staff issues	27/04/2016
Complaining that information discussed with SW during a visit was shared with his step-daughter. This breach of confidentiality has affected his contact arrangements with his grandson and created a general rift in family	SW states that when complainant raised concerns it was agreed that they would need to be shared with her step-daughter, but that the source would remain anonymous (which is the	Intensive Intervention	Intensive Intervention East 2	Relative	Explanation/information provided	Staff issues	05/04/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
relationships.	case). TM satisfied that there has been no misconduct on part of SW.						
Unhappy with his SW who has not made contact for 2 months and does not return telephone calls. He is waiting to know when he can have contact with his son.		Intensive Intervention	Intensive Intervention East 1	Parent	Ongoing	Lack of information /communication	27/04/2016
Unhappy with her SW, claims relevant assessments have not been completed and that both her and her partner are being treated unfairly.		Intensive Intervention	Intensive Intervention East 2	Parent	Ongoing	Staff issues	25/04/2016
Complaining that SW is giving her unreasonable ultimatums and is excluding her partner from meetings when she has asked for his support. Also unhappy that an assessment which should have been completed by 22/04/16 has not been done.	TM has agreed to a change of SW. Complainant is happy with this and considers complaint resolved.	Intensive Intervention	Intensive Intervention East 2	Parent	Facilitated ongoing relationships	Staff issues	22/04/2016
Complaining that her granddaughter's SW has lied and not completed the necessary assessments to enable the child to be placed with her. She has been	SM explained that it is not in best interest of child to move from maternal grandmother's care. Case is now before the Court and further assessments will	Intensive Intervention	Intensive Intervention East 1	Relative	Explanation/information provided	Staff issues	22/04/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
placed with maternal grandparents which she feels is not appropriate.	be directed by the court.						
States that following recent conference neither he nor his girlfriend were given any contact details or offered any support. Despite numerous queries & calls he feels they are being ignored. Also they have had no financial support which is causing hardship	Office number provided for complainant to contact allocated SW or TM. SW will continue to liaise with complainant re: child protection planning for the children. Complainants will also be able to contribute to care planning during core meetings.	Intensive Intervention	Intensive Intervention East 3	Parent	Explanation/information provided	Staff issues	27/04/2016
Complaining about a variety of issues re: Rainbow House and feels that the placement has been bad for her son. States that the family are concerned about his mental health.	Complainant has met with staff from Rainbow House and now feels her concerns have been resolved.	Intensive Intervention	Rainbow House Residential Home	Parent	Meeting offered	Staff issues	17/05/2016
Children were voluntarily removed but she has now been told they cannot come home. Does not feel they are properly cared for by Foster Carers. Unhappy with poor communication from SW who she feels doesn't know what she is doing.		Intensive Intervention	Intensive Intervention East 1	Parent	Ongoing	Lack of information/communication	28/06/2016
Unhappy with niece's SW who he feels allowed her	LA is satisfied with the manner in which the core	Intensive Intervention	Intensive Intervention East 3	Relative	Explanation/information	Staff issues	19/05/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
ex-partner to verbally insult his sister during core group meeting 16/05/16. Rang SW to discuss his concern re: this issue & was told he wouldn't be allowed to attend future meetings. 2nd contact 03/07/16.	group meeting was chaired. It is not deemed appropriate for complainant to attend future meetings as the focus has to remain on his niece.				provided		
Unhappy with unnecessary upset being caused by Children's Services which has now led to his pregnant partner being admitted to hospital following receipt of a letter from MASH team.	Agreement reached that SW will liaise with complainant's partner and, with her consent, keep him updated re: care planning and enable him to contribute to care planning meetings held every 4-6 weeks.	Intensive Intervention	Intensive Intervention East 3	Partner	Meeting offered	Staff issues	02/06/2016
Feels that she has been treated unfairly by Social Worker who has used threatening and bullying behaviour towards herself and her ex-partner.	Apology offered if complainant feels that she/her family has been treated unfairly. As discussed in meeting, concerns will be raised with Social Worker.	Intensive Intervention	Intensive Intervention East 1	Parent	Apology	Staff issues	08/06/2016
Unhappy with contact arrangements with his children (2 of which are in foster care). Also feels there is a lack of communication with their Social Worker who he feels is ignoring him/his concerns.	Agreement reached to arrange additional contact during Oct school holiday. Also in between the 4 monthly contact sessions, SW will provide an update on the children's progress.	Intensive Intervention	Intensive Intervention West 3	Parent	Facilitated ongoing relationships	Contact issues	31/05/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
Complaining that following her daughter's adoption, her SW is not closing the case which is not allowing her and her partner to move on with their lives.		Intensive Intervention	Intensive Intervention West 2	Parent	Ongoing	Staff issues	27/05/2016
Feels that her son's SW is biased in favour of her ex-partner and uses bullying and intimidation tactics with her.	TM arranged to meet with complainant 22/06/16. Complainant did not attend. No response to further letter sent 27/06/16 - NFA	Intensive Intervention	Disabled Children's Team East	Parent	Meeting offered	Staff issues	31/05/2016
Complainant is currently supported by Caerphilly C.S. She is unhappy with records provided on previous C.S. involvement from RCT which she feels are inaccurate and are having a detrimental effect on her current situation.	Explanation provided that there were certain concerns which needed to be shared with Caerphilly C.S. In order for them to complete a thorough assessment of complainant and her partner's ability to safeguard a child in their care.	Intensive Intervention	Intensive Intervention East 2	Parent	Explanation/information provided	Quality of service	27/05/2016
Grandmother complaining that her grandson has not received appropriate support & supervision from C.S. which has contributed to him being detained under the MH Act in April. Also questioning the	It was agreed that future consultation will begin early to ensure family feel involved in care planning. Also it was agreed that multi-agency planning was poor. All now feel that YP needs support systems	Intensive Intervention	16+ Team West	Relative	Explanation/information provided	Care planning (including moves around placements)	20/06/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
decision made to remove him from his family home.	in place rather than semi-independent support.						
Complaining about the length of time taken to carry out adaptations which were meant to be carried out whilst his daughter was in respite. Has raised this with TM who he felt was rude and did not listen to him.	Meeting held with family 27/06/16 who then visited proposed foster placement. It has been agreed that YP will take up placement with a view to returning home at the start of the new academic year, when it is hoped all adaptations will have been completed.	Intensive Intervention	Disabled Children's Team East	Parent	Meeting offered	Failure to provide a service	21/06/2016
Making a no. of complaints re: way C.S. Is handling his son's case, stating that he is not being kept informed of key issues or meetings. Has ongoing concerns re:care being provided by his son's mother resulting in him being on 'at risk' register.		Intensive Intervention	Intensive Intervention West 2	Parent	Ongoing	Lack of information /communication	27/06/2016
Unhappy with member of staff who he felt was 'rude' and 'disrespectful' following a fostering assessment. Also states that confidential information was inappropriately shared by another	Issues raised have been discussed with member of staff concerned. It was acknowledged that the assessment took place at a difficult & emotional time. SW did not feel she had been rude but TM will	Safeguarding & Support	Kinship Care	Relative	Explanation/information provided	Staff issues	27/05/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
member of staff who was carrying out an assessment of his son.	ask her to reflect on the complaint in her next supervision						
Unhappy with the limited post adoption support the family have received. Also wishes to complain about the length of time taken to agree the provision of play therapy for adoptive daughter (which they have paid for privately at a cost of £400).	Funding has been approved for further 16 therapy sessions for daughter. TM liaising with post adoption support to discuss progress & appropriate exit plan. Also agreed that later life letter will be provided by end of June 16.	Safeguarding & Support	Adoption Support Services	Adoptive Parent	Services arranged	Quality of service	13/05/2016

There was 1 **Informal complaint made by Children/Advocates** during this quarter.

Section area Intensive Intervention = 1

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
Complaining that SW broke a confidence and informed Contact Centre staff that his partner was pregnant. Also unhappy with Contact Centre staff who challenged him about whether they should have another baby.		Intensive Intervention	Intensive Intervention West 2	Child/YP	Ongoing	Staff issues	11/05/2016

There were 3 **Corporate Stage 1** complaints received during this quarter.

Section areas

Early Years

= 2

ACE

= 1

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Code of complaint	Date rec'd
Feels let down by Children's Services regarding the closure of Llantrisant Nursery. She has had no info sent regarding the date of closure or any further guidance for parents.	Letters were posted. Team will be mindful of postal delays with any future communication. A form was hand delivered to parents for them to identify if they need any support to find alternative childcare. Complainant advised to return this form.	Early Years	Day Nursery	Parent	Apology	Lack of information/communication	13/04/2016
Complaining about the poor condition of wall of Early Years (Aman School) building and querying why one of the other walls is being repaired but not the one backing on to his street.	Explanation/information provided around proposed repairs to walls. Structural engineer has been requested to review Godreaman Street wall. Fencing and camera system at the centre will also be reviewed.	Early Years	Early Years	Public	Explanation/information provided	Physical environment	19/04/2016
Complaining about inappropriate use of DPB. Also states that the child no longer satisfies the DPB eligibility and that the bay is causing altercations.	Issues passed to the ACE Team for attention. Unable to respond to complainant due to confidentiality issues and also because there is no address provided.		ACE	Public	Information passed to Team	Failure to comply with policies/procedures	30/06/2016

There were no **Formal complaints** received during this quarter.

There were no **Concerns** received during this quarter.

There were no **Appeals** received during this quarter.

There were no **Ombudsman** contacts received for this quarter.

Compliments Total = 20

Service areas

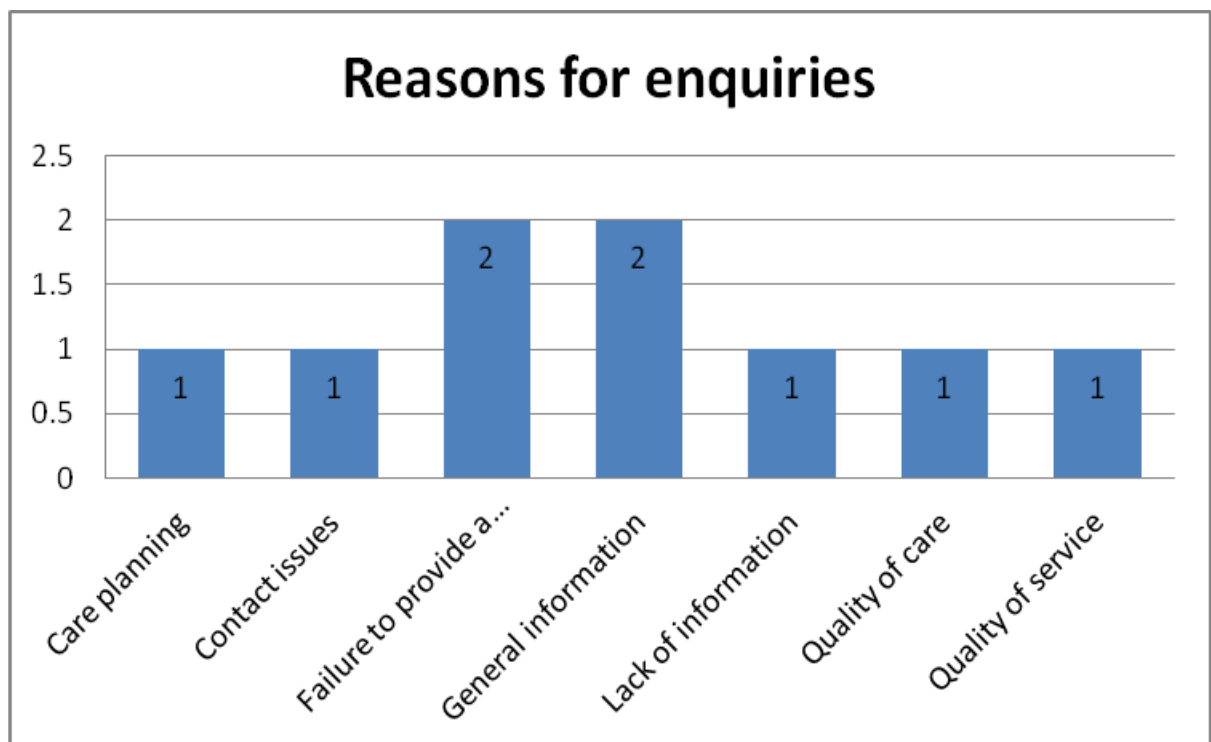
Independent Review Team	= 1	Fostering Support	= 2
Miskin Project	= 9	Early Years	= 3
16+ Team	= 1	YOS	= 1
Intensive intervention	= 3		

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Lucy Underwood	Foster carer rang wanting to pass on what excellent support she receives from Lucy Underwood. She stated that Lucy is her "rock" and is a 100% on her side and wanted to say a big thank you for her help and assistance with her role as a foster carer.	Fostering Support		13/04/2016
Allyson Davies	'Just want to say thank you for being there for me through the hard times. I know u say your just doing ur job but ur not u do ur job and much more. You have really helped me through such dark times.'	Fostering Support		03/05/2016
Rachel Everson	'Rachel showed a high level of empathy to the young person and ensured that the procedures relevant to a Looked After Child were always explained to SS. Rachel is a very dedicated worker in role which is often challenging and it was a very positive experience working with Rachel.'	Intensive Intervention West 2		11/05/2016
Katie Lloyd	'Katie was great with NAME. Please thank her from us....Katie was brilliant we were always informed.'	Miskin Project		13/05/2016
Hayley Speicher	'Thank you for what we have achieved. I was lucky to have you as my worker because you're very nice and funny.'	Miskin Project		13/06/2016
Jodie Hillier	'thanks for all your help, guidance and support to make this possible.'	Early Years	Flying Start	08/06/2016
Keiron Llewellyn	'I would like to commend Keiron on his unprecedented professionalism and impartiality but also his cognizant, intelligent and diligent manner during these meetings.'	Independent Reviewing Team		20/06/2016

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Zoe Anthony	'Wanted to say a big 'Thank You' on behalf of Fostering RCT....Basically, they went down a storm and we are very grateful to them.'	Miskin Project		13/06/2016
All staff	'I wanted to write to yourselves to highly praise your staff at Sure Steps. They are all without exception a fantastic group of people.'	Early Years	Sure Steps	01/06/2016
Megan Clifford	'I just wanted to express my appreciation for the professionalism you had demonstrated with NAME, both during the preparation and supporting the transfer of NAME to his new foster placement.'	Intensive Intervention East 2		06/06/2016
All staff	'I would like to take this opportunity to thank your team for all the excellent work that you have done towards NAME's development....you have been on hand to answer questions, reassure and support at all times, which is a massive boost for me and my wife.'	Early Years	Flying Start	01/06/2016
Claire ?	'Thank you for everything you have done for NAME, for your professionalism, efficiency and hard work. (Also your patience!!).'	YOS		15/06/2016
Megan Clifford	'wanted to let you know what a credit Megan is to Children's Services, she has completed all the relevant paperwork for the discharge of the Care Order and filed it with legal for issuing. The parents also reported that their experience since having Megan as their SW has been positive.'	Intensive Intervention East 2		23/06/2016
Sara Ross	The young person and her caregiver both identified on Thursday that the young person feels as if Sara has been the one and only person who has sorted everything out for her and has really made a difference, having done so speedily and to her satisfaction.	16+ Team East		06/06/2016
All staff	ACM stating that the workers in Taff Office are really appreciative of the work that Miskin does with families & young people.	Miskin Project		15/04/2016
Lily Woolrich	'Lily has been fab and offering a lot of support'.	Miskin Project		28/04/2016
Jack Barry	'Thanks for everything you have done with NAME. I think your involvement has really helped settle his behaviour'.	Miskin Project		29/04/2016
Katie Lloyd	'You have been a massive support with my first ever case starting in Children's Services - Definitely needed someone like you around when I first started.'	Miskin Project		18/05/2016
Katie Lloyd	'I like Katie because she is a good Miskin worker and she is fun and fit.'	Miskin Project		18/05/2016

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Jon Evans	'We appreciate all your help with him...he is a good kid just on the wrong path sometimes, but there is a difference in him since you started working with him.'	Miskin Project		07/06/2016

Member of Parliament/Assembly Member Enquiries



Total Number = 9

Service Areas

Early Intervention = 1 Intensive Intervention = 7
 Safeguarding & Support = 1

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Owen Smith	Constituent has been informed that her property no longer falls within the Flying Start boundary. MP asking if	Constituent's property does not fall within the Flying Start catchment area. Half of the street was mistakenly classified	yes	Early Intervention	Failure to provide a service	05/04/2016

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
	we can clarify why this is the case and review this decision.	as being within the boundary, however this error has now been rectified. Apology offered for the confusion caused by this error.				
Vikki Howells	2 years ago constituent applied for DFG to enable him to care for his daughter. It was approved but he is still waiting and as a result she has had to go into foster care. 2nd contact 01/07/16	Meeting held 27/06/16 and subsequent agreement reached to take up foster placement whilst adaptations are completed. 2nd response sent with further explanation provided 05/07/16.	yes	Intensive Intervention	Care Planning (including moves around placements)	27/06/2016
Ann Clwyd	Constituent's husband is a foreign national and his visa application has been refused by Home Office. She is finding it difficult to cope with the situation and with caring for their infant daughter.	Children's Services has been carrying out an ongoing review of family and progress has been positive. Information will be looked into and if necessary appropriate action will be taken.	yes	Intensive Intervention	Quality of care (including accommodation issues)	23/05/2016
Ann Clwyd	Constituent unhappy that no contact arrangements have been made for her to see her new grandson.	Information provided that at this time, constituent's daughter has withdrawn consent for contact to take place. C.S. are unable to intervene in this decision.	yes	Intensive Intervention	Contact issues	31/05/2016
Jo Stevens	Requesting update on constituent's case and wanting to know how long it will take to conclude assessment/investigation, bearing in mind the hardship being caused to the family.		Ongoing	Intensive Intervention	General information	11/05/2016
Ann Clwyd, Cllr Graham Thomas	Constituent feels she is being victimised & harassed by Children's Services and does not agree that her children should be on the child protection register. 2nd contact 06/06/16	Dept feels that all action taken under child protection has been appropriate and that constituent is working with the current plan. At this point in time Children's Services have a	yes	Intensive Intervention	Quality of service	15/04/2016

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
		legal obligation to remain involved.2nd response - confusion at Conference				
Chris Bryant	Requesting background to the situation regarding his constituent and his partner, including why their child was placed on the protection register.	Explanation provided re: events leading to children being placed on Child Protection Register. Several meeting have been held with parents to assist them to understand CS's concerns and a written agreement drawn up with the family.	yes	Intensive Intervention	Lack of information /communication	11/04/2016
Chris Bryant	Constituent feels that some of her Social Care records are incorrect. MP requesting we arrange for her to view/have a copy of her file.	To access a copy of the records constituent advised to make a formal request in writing to the Complaints Unit at Ty Elai.	yes	Intensive Intervention	General information	05/04/2016
Chris Bryant	Constituent unhappy with services received from a number of agencies including Social Services.	Constituent is supported by Aftercare Team & his SW is in contact with both his college & advocate. SW visits once a week and there is no indication that his presentation has deteriorated.	yes	Safeguarding & Support	Failure to provide a service	27/04/2016

There were no **Local Councillor Enquiries** received for this quarter.

Analysis of customer feedback Questionnaires

Numbers of questionnaires returned were higher this quarter with 43% (13% previous quarter) being sent back. However, actual numbers are very low.

Of those that were returned:

33.3 % were satisfied with the outcome to their complaint.

33.3% were neither satisfied nor dissatisfied with the outcome to their complaint.

33.3% ticked the 'other' box and were partially satisfied

33.3% were satisfied with the handling of their complaint.

33.3% were neither satisfied nor dissatisfied with the handling of their complaint.

33.3% ticked the 'other' box and were partially satisfied

There were 6 other contacts dealt with during this quarter which did not come under the Complaints Scheme.