

RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

CORPORATE PARENTING BOARD

23rd JANUARY 2017

SOCIAL SERVICES QUARTERLY COMPLAINTS AND COMPLIMENTS REPORT 1ST JULY 2016 - 30TH SEPTEMBER 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 July 2016 - 30th September 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

2ND QUARTERLY REPORT

1ST JULY 2016 - 30TH SEPTEMBER 2016

Summary – Children’s Services

2nd Quarter 2016/17

Informal Complaints

Total Number = 26

**Informal Complaints made by
Parents/adults** = 25
Concluded = 18

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

Received via Corporate Scheme
= 2

Formal Complaints

Total Number = 0

Concerns = 0

Compliments = 19

Appeals
(Bus Pass) = 1

Ombudsman enquiries = 1

MP/AM enquiries
Total number = 7

Councillor enquiries
Total number = 3

Previous Quarter

Informal Complaints

Total Number = 30

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

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

Received via Corporate Scheme
= 3

Formal Complaints

Total Number = 0

Concerns = 0

Compliments = 20

Appeals
(Bus Pass) = 0

Ombudsman enquiries = 0

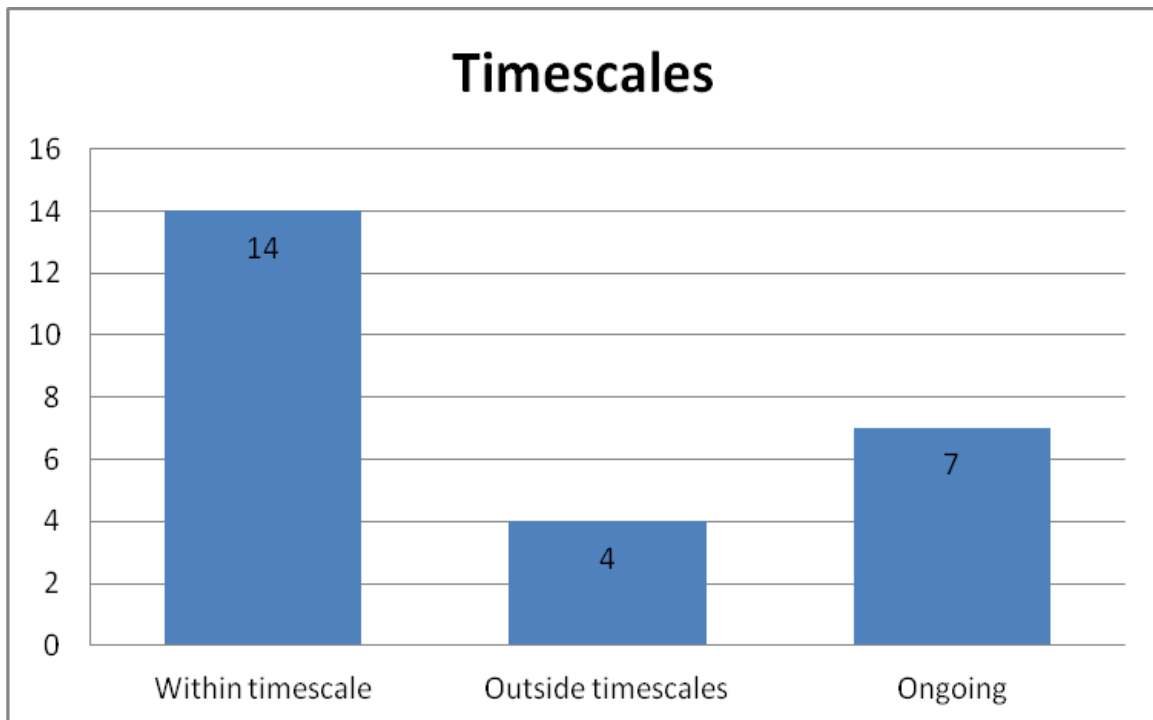
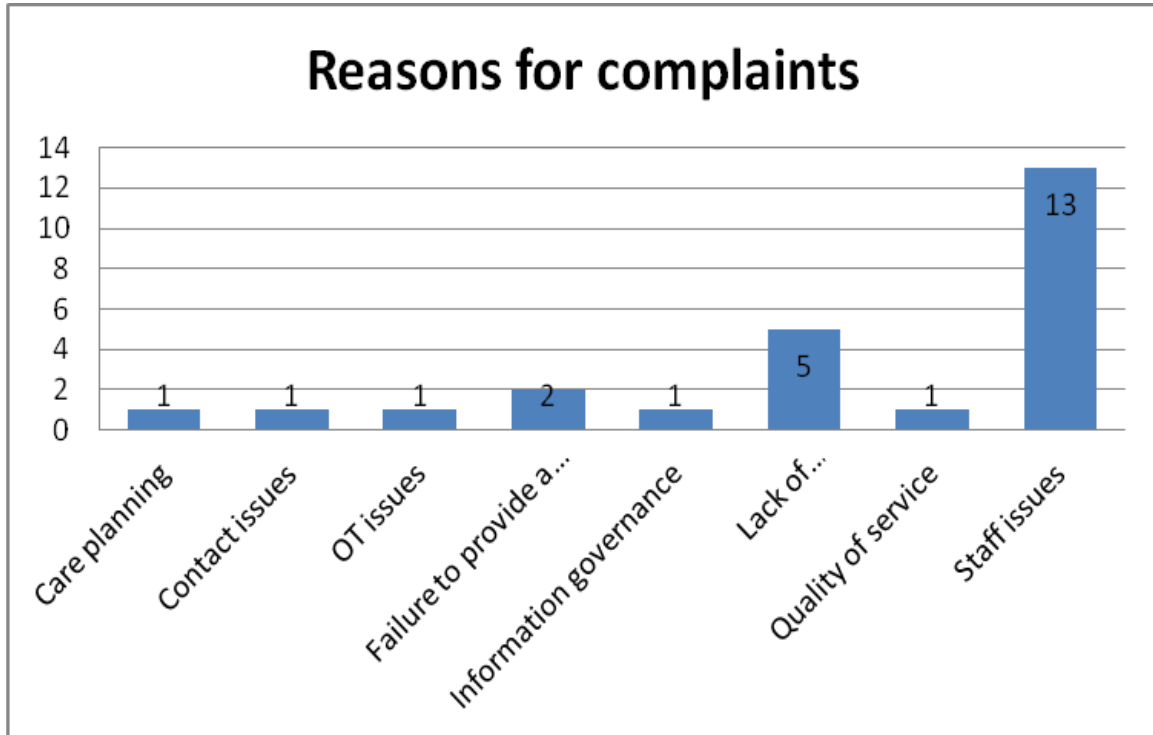
MP/AM enquiries
Total number = 9

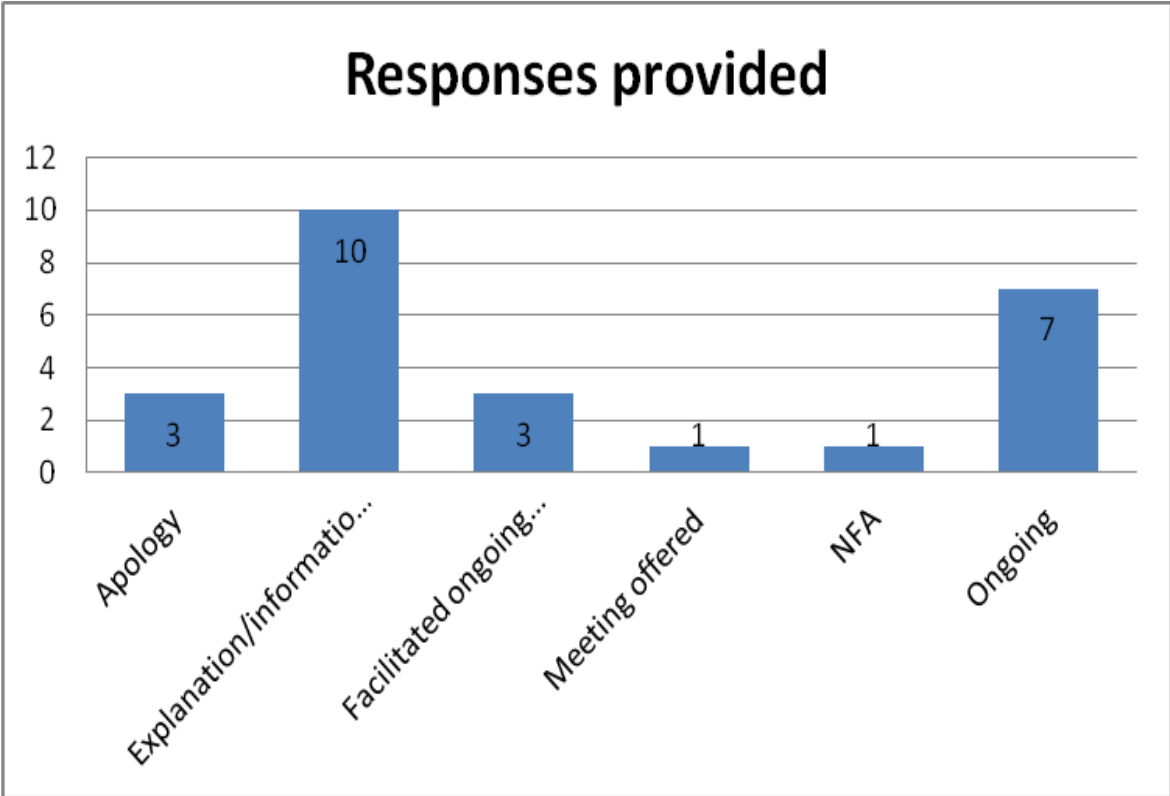
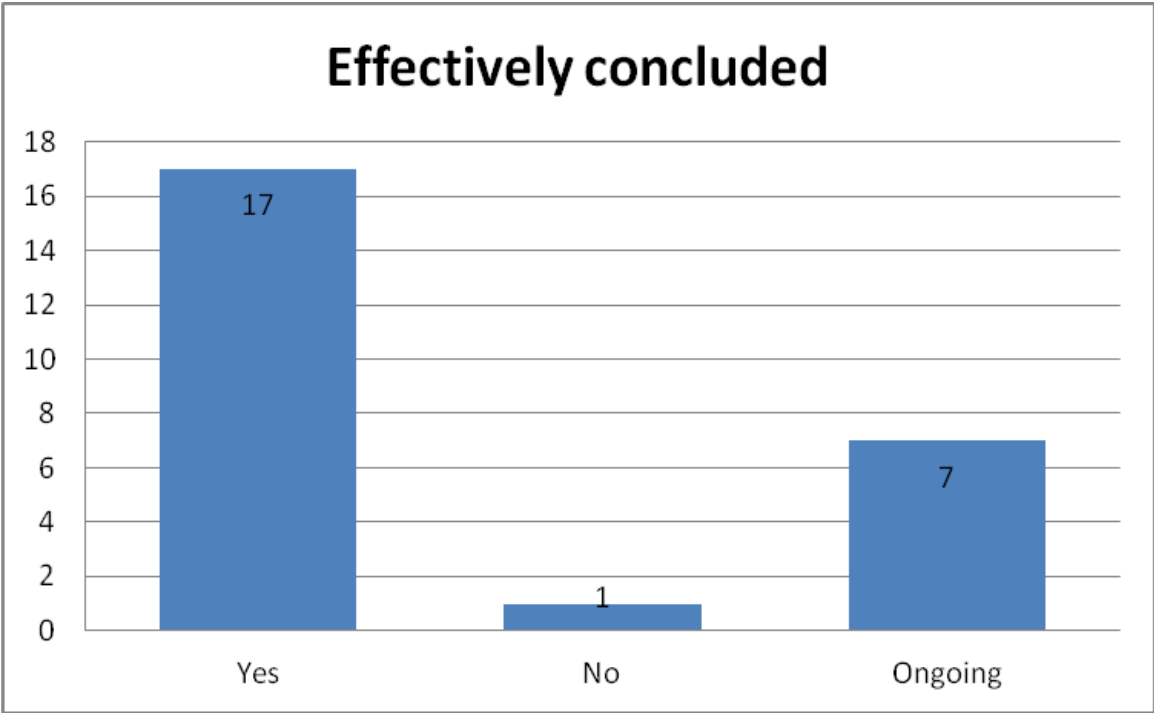
Councillor enquiries
Total number = 0

Children and Young People

Informal complaints made by Parents/Adults

Total = 25





Informal complaints made by Parents/Adults

Total = 25

Section areas

Intensive Intervention = 20

Early Intervention = 3

Safeguarding & Support = 2

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Complaining about the difficulties she is experiencing in getting help to obtain a suitable bed for her severely disabled son.	DCT are doing everything possible in order to work with health colleagues to arrange funding and meet son's need for specialist bed. This includes arranging DPs and working with health to fund the remainder of the costs.	Intensive Intervention	Disabled Children's Team East	Parent	Explanation /information provided	05/07/2016
Unhappy that DCT have stated that they are unable to support her daughter as she has an IQ which is above the level set to determine if someone has a learning disability.		Intensive Intervention	Disabled Children's Team West	Parent	ONGOING	20/09/2016
Unhappy that information concerning her son has been recorded in the care plan for her other son. This could result in her former partner having access to this information which has nothing to do with him.	Sons's care plan has been amended and a copy provided. Complainant has requested a change of SW - current SW will no longer be involved and new SW will be allocated in due course.	Intensive Intervention	Disabled Children's Team West	Parent	Facilitated ongoing relationships	15/09/2016
Concerned that his ex-wife is influencing his daughter so that she does not wish to see him for contact. Feels that Children's Services are taking her side & are not involving him. Also concerned about	Daughter has been given opportunity to express her feelings without the presence of her mother. Examples were provided highlighting attempts made by C.S. to engage/involve complainant. SW did not advise mother not to take	Early Intervention	Enquiry & Assessment Team East	Parent	Explanation /information provided	10/08/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
some inappropriate content on his daughter's iPad.	daughter to contact with her father					
Unhappy with SW as he feels C.S. should still be involved with his children due to the fact that their mother's ex-partner is frequenting the family home. Also feels that C.S. Are not communicating with him or keeping him informed	Issues raised by complainant have been explored and the concerns are not substantiated by C.S., the Police or the Health Visiting service. TM is satisfied that complainant was sufficiently involved in the process and communicated with appropriately.	Early Intervention	Enquiry & Assessment Team East	Parent	Explanation /information provided	25/08/2016
Feels that her niece's SW was very rude to her on the telephone when she was making enquiries on her brother's behalf. Also feels that the paternal family should have been contacted before placing niece with maternal grandmother.	Apology was offered if any offence was taken, but info can only be shared with parents and not with other family members. Child was placed with maternal grandparents as an emergency, however, concerns raised about maternal family will be looked into.	Early Intervention	Enquiry & Assessment Team West	Relative	Explanation /information provided	26/07/2016
Unhappy that she has done everything asked of her but that C.S. Keep putting barriers in the way of her seeing her daughter. Feels this is making her mental health worse.		Intensive Intervention	Intensive Intervention East 1	Parent	ONGOING	23/08/2016
Complaining that the family have been bullied into letting his great granddaughter be taken into care when he would have been an appropriate carer.	Did not wish to meet to discuss complaint. Complainant happy that his great granddaughter remains in the care of family members.	Intensive Intervention	Intensive Intervention East 1	Relative	Meeting offered	23/08/2016
Unhappy with quality of Section 47 report, unhappy with lack of		Intensive Intervention	Intensive Intervention East 1	Relative	ONGOING	29/09/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
contact/information from SW & TM, lack of financial assistance and lack of response to concerns he has raised re: granddaughter's safety.						
Number of complaints relating to communication, contact arrangements and difficulties in relationship with SW. Additional complaints added 11/08/16.	Complaint regarding SW withdrawn. Explanation/information provided on other issues raised including that of communication, supervised contact and contact with ex-husband.	Intensive Intervention	Intensive Intervention East 1	Parent	Explanation/information provided	22/07/2016
Raising a number of complaints including contact issues and lack of information concerning her children's health & wellbeing.	TM has addressed each complaint individually, confirming that issues around contact have been addressed and that there are arrangements in place to make sure she is notified of any health issues, school reports and updates regarding the children.	Intensive Intervention	Intensive Intervention East 2	Parent	Explanation/information provided	25/08/2016
Unhappy that he did not have confirmation of a meeting due to be held 19/08/16. He arrived in Pontypridd to be informed that the meeting was taking place in Abercynon and so he could not attend.	Worker accepts that letters were not sent out in advance of the meeting which caused confusion around the correct venue. In future every effort will be made to ensure details are provided well in advance of meetings taking place.	Intensive Intervention	Intensive Intervention East 2	Relative	Apology	19/08/2016
Son is placed in a respite placement but family are unhappy with the lack of support, in particular, therapeutic		Intensive Intervention	Intensive Intervention East 3	Parent	ONGOING	12/09/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
intervention which they requested. Also unhappy with specific incident - advised to complain directly to provider regarding this issue.						
Unhappy with SW, feels there is a lack of professionalism, respect and honesty from this member of staff.	Apart from the use of word 'obtuse' and despite the fact that complainant does not agree with professional conclusions made, HOS considers SW's involvement to be appropriate and reasonable.	Intensive Intervention	Intensive Intervention East 3	Parent	Explanation/information provided	25/07/2016
Complaining that her daughter's SW does not let her know what is happening with her daughter and that she doesn't get back to her. Unhappy that C.S. Did not give her a chance with her kids and have put them up for adoption.	TM had informed complainant that if SW was unavailable, she could contact her instead. Photographs to be provided as requested. Re: paperwork concerning her daughter, advised to contact her solicitor who has copies of everything relating to Placement Order.	Intensive Intervention	Intensive Intervention West 1	Parent	Explanation/information provided	13/09/2016
Complaining about daughter's SW. She assured him that a recent disclosure made by his daughter would be discussed at Core Group meeting, however it was not. Also he has not received minutes of the meeting, despite requesting them.	Apology offered for the fact that the concern raised about a recent disclosure was not discussed at Child in Need meeting. However, as the Police have now been informed, SW will not discuss the issue with YP unless instructed by the Police. Meeting offered	Intensive Intervention	Intensive Intervention West 1	Parent	Apology	24/08/2016
Unhappy with the level of contact with her SW who has not visited for 5 weeks. Also a conference was arranged for 03/08/16 and was	Complainant's case has now been transferred to another SW. SW is currently identifying appropriate courses for complainant & her partner to attend with	Intensive Intervention	Intensive Intervention West 1	Parent	Facilitated ongoing relationships	08/08/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
cancelled without informing her. She and her solicitor are both having difficulty making contact with her SW.	regards to protection of her children.					
Ex-partner has stopped him from having contact with his children and has said that Social Services has directed her to do this. Also unhappy with way staff have spoken to him and feels they have been unhelpful towards him.	SM has spoken to SWs who took calls from complainant & none of them recall making any disrespectful comments. In future they will only take messages which will be passed to allocated SW. C.S. Did not stop contact with children, advised to seek legal advice	Intensive Intervention	Intensive Intervention West 1	Parent	Explanation/information provided	08/08/2016
Complainant is carer for YP who is being moved to the care of Local Authority Foster Carers. He is unhappy that there are family members willing to care for YP, but says that no-one from C. S. have approached them. Unhappy with response 31/08/16.	Explanation provided that as YP is subject to a Care Order, then he can only be placed with approved carers.	Intensive Intervention	Intensive Intervention West 2	Foster carer	Explanation/information provided	19/08/2016
Unhappy that staff have called him a 'controlling person' when he believes he is not. Also he feels that C.S.'s are not letting him have his say and are stopping him from seeing his children.	Meeting held to discuss issues. Complainant agreed to an observed contact session and to complete an assessment session. He will also consider instructing solicitor to attend PLO meetings.	Intensive Intervention	Intensive Intervention West 2	Parent	Facilitated ongoing relationships	12/09/2016
Complainants previously provided care for child & his mother. They believe that mother and son have been deprived of time together due		Intensive Intervention	Intensive Intervention West 2	Foster carer (previous)	ONGOING	12/08/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
to flaws in assessments carried out by C.S. and the lack of consideration of their role in supporting mum.						
Stating that C.S. has lied in court, that they have no proof and are just believing what someone says without verifying it. Claims that the Section 7 report is slanderous & that the SW is getting the children to lie so that they remain with his ex-partner.		Intensive Intervention	Intensive Intervention West 2	Parent	ONGOING	22/08/2016
Feels that SW has not been attending meetings or communicating with him. Also SW has been contacting other people who are involved with children rather than talking to him.		Intensive Intervention	Intensive Intervention West 3	Parent	ONGOING	27/07/2016
Complaining about the lack of support they have received from the FC Support Team. They have cared for grandchildren for 16 years but have now been told that there is a possibility that they will not be approved by the Foster Care panel.	It was acknowledged that the team has been unable to provide consistent & regular support since November. Action plan has been drawn up and SW will make contact to move this forward.	Safeguarding & Support	Kinship Care	Relative	Apology	07/07/2016
Complaining that the manager he met with was incompetent. Also that he is still waiting for the original notes taken	Re: request for information from Complaint Panel 03/05/16, advised to make a formal request under the Data Protection	Safeguarding & Support	Safeguarding	Parent	N.F.A.	22/07/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
at the meeting as there were no formal minutes taken.	Act 1998 (address provided). Meeting offered to discuss complaint - no response. NFA.					

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

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Complaining that Teresa Evans has informed his current girlfriend's family that he is dangerous & violent. He was previously supported by CS, but was not violent.	TM sent an invitation to meet and discuss the complaint, however, complainant did not attend.	Intensive Intervention	Intensive Intervention West 3	Child	N.F.A.	05/08/2016

There were 2 **Corporate Stage 1** complaints received during this quarter.

Section areas

Intensive Intervention = 1 Safeguarding & Support = 1

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Unhappy that she has been informed that she is no longer able to look after 2 children who are fostered by their friends. Unhappy with the attitude and behaviour of SW who arrived late and who she feels was rude/aggressive towards her.	TM has investigated & feels that, although SW was late due to work issues, her conduct was appropriate to her role. Dept would not approve this care arrangement for the future & is unable to approve payment for days she was expecting to provide care.	Intensive Intervention	Intensive Intervention East 2	Child Minder	Explanation /information provided	19/08/2016
Unhappy with letter he received in response to application for financial assistance in	Policy was written subsequent to complainant's application. Complainant offered an	Safeguarding & Support	Kinship Care	Relative	Re-assessment arranged	05/09/2016

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
caring for their granddaughter under SGO (see Cllr enq CYP/273).	assessment by Welfare Rights team to ensure he is receiving appropriate benefits. They will also establish if he is suffering financial hardship, if so, will refer back to CS					

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

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

There was 1 **Appeal** received during this quarter.

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Complaining that the O.T. has told her that a stairclimber would be unsafe when she feels that it is the only piece of equipment that would allow her son access to the home stairs and the garden. Requesting a second opinion 31/08/16.	O.T. has already explained the potential risks that make this equipment unsuitable in this situation. Merthyr CBC has re-assessed. OT currently arranging for an assessment from the stair climber company as recommended in Merthyr's assessment.	Intensive Intervention	ACE	Parent	reassessment arranged	09/08/2016

There was 1 **Ombudsman** contact received for this quarter.

Details of complaint	Outcome of complaint	Service area	Team	Complaint source	Code of outcome	Date rec'd
Complaining about the level of support provided to a child in their care & also unhappy with adaptations to their property which they state are substandard.	Information provided to Ombudsman as requested. Ombudsman decided not to investigate and referred him back to RCT complaints process.	Intensive Intervention	Disabled Children's Team East	Foster carer	Explanation/information provided	18/08/2016

Compliments

Total = 19

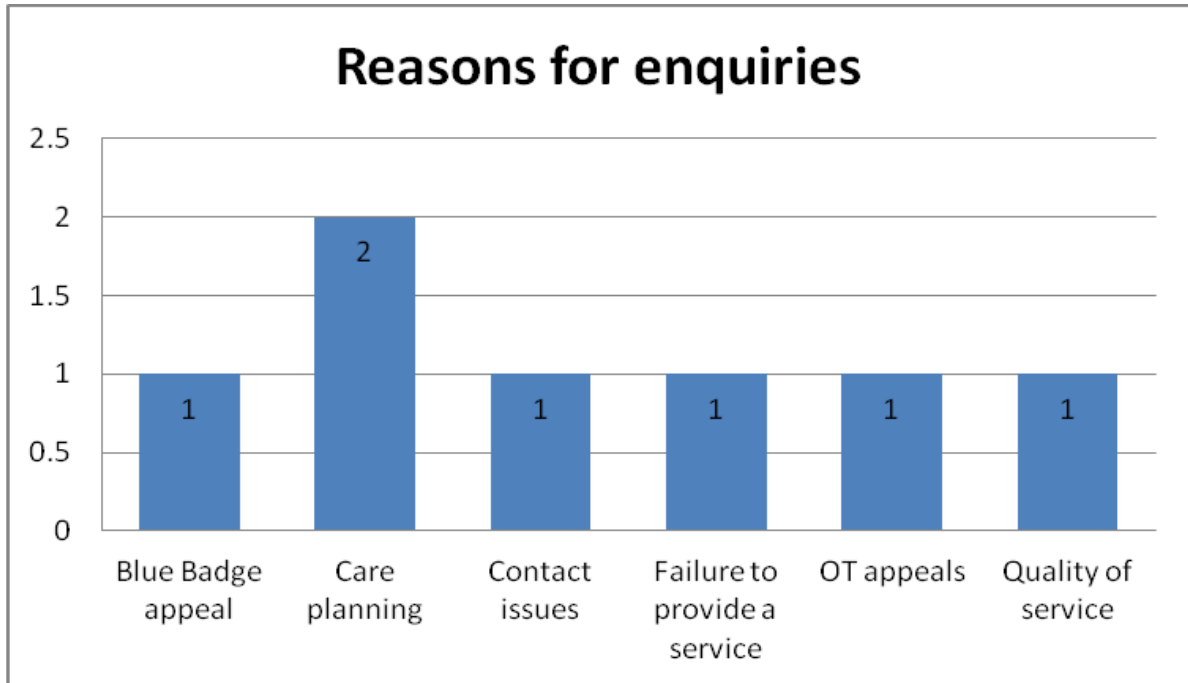
Service areas

Children with Disabilities	= 1	Intensive Intervention	= 1
Miskin Project	= 14	Early Years	= 2
On Track	= 1		

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Dawn Parker	'Through the many and varied ups and downs Dawn has been at the other end of the phone and only an e-mail away, as she has sorted out difficulties and managed meetings.'	Intensive Intervention East 3		04/07/2016
Nia Thomas	'Many thanks for your invitation to the Teddy Bear Picnic - my team and young mums thoroughly enjoyed themselves facilitating on the "Our Place" activity stand to the young families that attended. I also know that the young parents from the "Our Place" group, also gained lots of information on other good work that is going on in R.C.T.'	Early Years	Family Support	12/07/2016
Lily Woolrich, Jemma Walker	'Lily spent hours with mum talking and helping her deal with overwhelmingly negative feelings towards NAME. Lily had the right approach and mum responded so well to this. Jemma managed to build a relationship with NAME when I couldn't and I did not have the time needed to spend with mum either. I just feel that without the input from these two lovely ladies it would have been such a different scenario.'	Miskin Project		25/07/2016
Childminder	'The inspector wanted me to know that the standard of care she was giving to the children she was looking after during her visits was excellent. Both of these children were referred via our Holiday Fun Time scheme and have additional needs. She went on to say that there were many areas of her service that were of an excellent standard and felt that she needed to let us know.'	Early Years	RCT Childminding Network	17/08/2016
Cheri-Lee Birch	'Just a short email to thank you for allowing us to accompany you yesterday on the activity. It was the first time since starting with NAMES that I have seen them interact with another adult.'	Miskin Project		14/09/2016
All staff	'For all of your support over the last few months and going on the activities on a Tuesday. Thank you.'	Miskin Project		13/09/2016
All staff	'Thanks for everything I'll miss you all so much.'	Miskin Project		13/09/2016
Rhiannon	'You my 1st fav helper I'll miss you and hope to see you again my great friend thanks for everything.'	Miskin Project		13/09/2016
Jonathan Evans	'You are the best thanks for everything we have all tried our best and its been great having you around.'	Miskin Project		13/09/2016
Jonathan Evans	'John not only supported NAME he supported the whole family and his support was invaluable.'	Miskin Project		23/09/2016

Name of Staff Member	Nature of Compliment	Team	Area	Date Received
Jemma Walker	Stated that the Miskin Project 'exceeded my expectations' and 'I don't see how any improvements need to be made because NAME's issues were dealt with by Jemma brilliantly'.	Miskin Project		23/09/2016
Charlotte Lee	'Charlotte changed my world, she totally helped me to turn my world around.'	Miskin Project		28/09/2016
Zoe Anthony, Cherie-Lee Birch	'They have gone out of their way to accommodate the individual family needs - taking into account very young children and special needs.'	Miskin Project		29/09/2016
Lily Woolrich	'All thanks to the work you've been doing with her. It's paid off'.	Miskin Project		06/07/2016
Jemma Walker, Lily Woolrich	'This has been a particularly challenging case and I can't believe how quick this has turned around! Don't think this would have happened without you.'	Miskin Project		14/07/2016
Huw Taylor	'the service provided by Huw was excellent and helped us to put a perspective on concerns that we did have.'	Miskin Project		28/09/2016
Huw Taylor	'he helped me by listening, it was nice to talk to someone about anything.'	Miskin Project		28/09/2016
Rhianon Owendale	'I just wanted to thank you for being so helpful yesterday, I found you extremely refreshing and it's the first time that I've actually truly believed that someone is genuinely interested in supporting us. I felt extremely positive afterwards and I really appreciate it!'	Children with Disabilities		28/09/2016
Sally, Leslie	'Thank you for everything, lots of love.'	On Track		29/09/2016

Member of Parliament/Assembly Member Enquiries



Total Number = 7
Service Areas

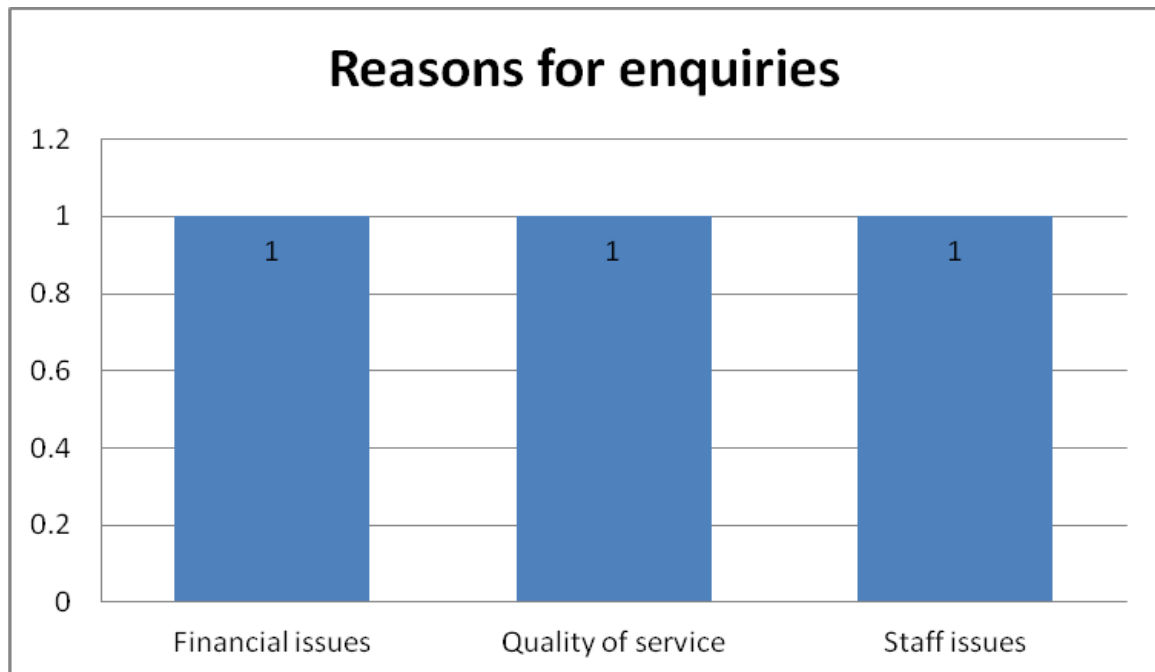
Early Intervention = 1 Intensive Intervention = 5
 Business Support = 1

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Mark Williams	Requesting info on what provision is being made for YP's care & wellbeing when he moves from constituent's home, why was YP never given Psychiatric help, what compensation can constituent expect?	RCT MH services are currently assessing YP & have identified a suitable placement where he will receive daily support & supervision. Unable to comment regarding compensation as the matter is presently subject to investigation by Public Services Ombudsman.	yes	Intensive Intervention	Quality of service	25/08/2016
Vicky Howells	Querying why Blue Badge application for constituent's grandson was declined.	Explanation provided. Does not meet criteria for Blue Badge.	yes	Business Support	Car Badge appeals	02/08/2016
Owen Smith	Constituent's grandson was attending Sure Steps facility at Rhydyfelin for children	Review of Sure Steps service carried out & decision taken to provide pre-school	yes	Early Years	Failure to provide a service	22/09/2016

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
	on the autistic spectrum. This facility has now been closed. 2nd contact 14/10/16.	support to children requiring additional support through the 'Flying Start Outreach Service'. LA unable to meet external requests for room hire. Further info 02/11/16.				
Ann Clwyd	Constituent claims she has had no explanation as to why she has to have supervised contact with daughter. Feels that she is not being properly informed of developments. Feels CS are adding to stress.	Child is subject of ongoing private proceedings in Neath County Court. Constituent is being represented in these proceedings and is in regular contact with RCT Complaints Department who are liaising with Children's Services to address some of her concerns.	yes	Intensive Intervention	Contact issues	15/08/2016
Ann Clwyd	Unhappy with the way her case has been handled by Children's Services specifically in relation to her children & grandchildren.	TM met with constituent and discussed her issues. She now states that she is satisfied that she knows the L.A.'s concerns. Further meeting offered should she wish to discuss any further, unresolved issues.	yes	Intensive Intervention	Care Planning (including moves around placements)	09/08/2016
Chris Bryant	Constituent's children are under an adoption placement order. Her mother wishes to apply for care of the 2 children.	Constituent's mother repeatedly stated that she was unable to offer a long term home for the children. Court proceedings have now concluded and so she would need to obtain her own legal advice concerning the matter.	yes	Intensive Intervention	Care Planning (including moves around placements)	19/07/2016
Vikki Howells, Ann Clwyd	Constituent complaining about the difficulties she is experiencing in getting	Copy of letter sent to constituent forwarded detailing steps being taken to arrange	yes	Intensive Intervention	OT appeals	04/07/2016

Name ofMP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
	help to obtain a suitable bed for her severely disabled son. 2nd query 25/08/16 re: outcome of panel meeting.	funding for specialist bed (i.e. direct payments & contribution from Health Board). 2nd response, L.A. is not party to the Panel meeting or its outcome.				

Local Councillor Enquiries



Total Number = 3

Service Areas

Early Intervention = 2 Safeguarding & Support = 1

Name ofMP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
Stephen Carter also Joyce Cass	Mother complaining that SW has lied about her.	Mother admitted that she had panicked thinking that her baby would be taken away from her. She has been reassured and is now on board with	yes	Early Intervention	Staff attitude/ conduct	27/09/2016

Name of MP/AM	Detail of enquiry	Action taken	Effectively concluded	Service area	Code of enquiry	Date received
		support offered.				
Graham Thomas	Constituent claiming that ongoing intervention from Children's Services is causing her extreme stress and now feels that there is an attempt to take her children from her. Update requested 12/09/16.	Dept unable to respond to issues raised at present as the case is currently before the court. Update to queries provided as requested 14/09/16.	yes	Early Intervention	Quality of service	04/07/2016
Steve Powderhill	Constituents requesting information on what financial assistance may be available to assist them in providing care for their granddaughter.	The retrospective assessment for an allowance when one was not agreed at the time the order was granted, is not included in RCT SGO financial policy. Contact details provided for Child Tax Credit claim line.	yes	Safeguarding & Support	Financial	01/08/2016

Analysis of customer feedback Questionnaires

Numbers of questionnaires returned were very low this quarter with 22% (43% previous quarter) being sent back.

Of those that were returned:

33 % were satisfied with the outcome to their complaint.

44 % were dissatisfied with the outcome to their complaint

23% were neither satisfied nor dissatisfied with the outcome to their complaint.

56% were satisfied with the handling of their complaint.

11 % were dissatisfied with the outcome to their complaint

33% were neither satisfied nor dissatisfied with the handling of their complaint.

There were 5 other contacts dealt with during this quarter which did not come under the Complaints Scheme.