

Social Services – Report for Corporate Parent Committee
Looked After Children – Complaints raised between 01/01/2014 and 31/03/2014

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1:Outcome
95053	Parent complained about lack of information regarding hospitalisation of child placed with foster careers and the conduct of allocated social worker	07 01 2014	10 01 2014	Practice	Not upheld	Team manager investigated and offered clarification on notification arrangements. The protocol for notification was restated.
95652	Grandfather with Special Guardianship order complained that the service has not supported or enabled his housing needs to be adequately provided for in order to care for his grandson is suitable accommodation	21 01 2014	30 01 2014	Practice e	Not upheld	Team manage clarified the limitations of the service with regard to housing application process and outlined the support given which assisted with securing a band A status for rehousing.
95261	Grandmother complaint regarding refusal to allow visit to granddaughters and conduct of allocated social worker	16 01 2014	30 01 2014	Practice	Not upheld	Team manager reviewed the complaint and request for visits and clarified the decision making with the Grandmother. Additionally the manager spoke to the granddaughter regarding the social work service , the matters were resolved to the Granddaughters

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						satisfaction..
95271	Family member complaint regarding assessment as a possible suitable carer for related children	17 01 2014	30 01 2014	Practice	Not upheld	Team manager reviewed the assessment and associated court papers and subsequent court decision and agreed to ask the Court to provide access to the assessment so that the family member could understand how the decision was made by the Court.
95659	Mother complaint that the decision to put her child on a child protection plan was unfair.	22 01 2014	04 02 2014	Practice	Not upheld	Team manager reviewed the case conference papers and file and clarified the decision making process and evidence used to inform the decision that a plan was necessary to support the family and safeguard the child in question.
94782	Potential kinship carer complaint regarding the care and conduct of her kinship application and facilitated access arrangements	08 01 2014	05 02 2014	Practice	Not upheld	Team manager investigated the points raised with the relevant staff and
96849	Young person complaint regarding parental contact arrangements	04 02 2014	19 02 2014	Practice	Not upheld	Team manager reviewed the care and conduct of the case and clarified the

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						reasons for the limitations in contact arrangements. Meeting with young person and advocate booked to explore further.
96091	Estranged father complaint about lack of information sharing regarding his son and interview topics covered with his daughter,	28 01 201	24 02 2014	Practice	Closed with no further contact	Team manager arranged to meet with the father to review the matters raised, father did not attend the meeting and has not responded to follow up contact.
97297	Father complaint that he and the Mother of his child do not have sufficiently frequent contact whilst grandparents have more	14 02 2014	27 02 2014	Practice	Not upheld	Team manager reviewed and advise the matter was determined by the Court and the level of contact with the various parties reflected the Court directive.
97297	Father complained that supervised contact was cancelled without due cause and notification	14 02 214	27 02 2014	Practice	Upheld	Team manger investigated and explained the circumstances that led to the appointment being cancelled. Apology given and different arrangements made regarding the venue put in place to

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						prevent a repeat.
98182	Young person complained that a regular subsistence payment was late in being made causing hardship	29 08 2014	06 03 2014	Administration	Upheld	Team mager investigated and apologized. A cash interim payment wa offered but not taken up. Administrative procedure was reviewed.
95916	Maternal Grandfather complained about the social work care and conduct of the social work case involving his daughter and grandchildren and its progress via the Court.	28 01 2014	10 03 2014	Practice	Not upheld	Team manager reviewed the complaint matters and considered the areas of concern raised. An explanation of the situation was provided to clarify matters. Supervised contact with grandchildren was offered but not taken up.
98482	Maternal grandmother complaint about the social work care and conduct of the social work case involving her grandchildren and the eventual placement decision via the Court	06 03 2014	26 03 2014	Practice	Not upheld	Team manager reviewed the complaint matters and considered the areas of concern raised. An explanation of the situation was provided to clarify matters

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99799	Young person complained that she was not given appropriate support at a time of crisis.	24 03 2014	25 04 2014	Practice	Not upheld	The Deputy Team Manager investigated the matters of complaint and clarified the situation where specific offers of support were made in relation to different aspects of the situation and clarified where it was appropriate for the social worker to advise the young person of all the possible options / ramifications arising from the situation.
END 09 06 2014						

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