

**Social Services – Report for Corporate Parent Committee**  
**Looked After Children – Complaints raised between 01/10/2013 and 31/12/2013**

Ref	Summary	Receipt date	Closed date	Comp/Enq Type	Decision	S1:Outcome
89940	Parent complained about legality of social work action to enact a care order	21.10.2013	19.11.2013	Practice	Not upheld	Local resolution , and meeting arranged to discuss further
90742	Young person complained about placement arrangements	01.11.2013	12.11.2013	Practice	Not upheld	Local resolution, team manager explained the basis for the planning and decisions made , a meeting with new social worker offered to work through options.
90902	Parent requested a change of social worker citing unprofessional behavior as a reason for the complaint and request to change.	07.11.2013	19.11.2013	Practice	Not upheld	Team manager review the complaint and request and clarified the decision making with the parent and explained why the allocate social worker could not be changed on this occasion.
93935	Parent complained about the timeliness of a notification that her child had been hospitalised	20.12.2013	16.01.2013	Practice	Not upheld	Team manager investigated and offered clarification on notification arrangements. The protocol for notification was restated.

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91625	Parent complained about the arrangement and conduct of family group meetings	18.11.2013	14.02.2014	Practice	Not upheld	Team manger investigated and advised on practice issue and communication issues.
89951	Young person complained about the lack of support to live independently	24.10.2013	19.11.2013	Practice	Not upheld	Resolution meeting offered but to accessed by the young person
89406	Relative raised concerns regarding the care offered by foster carers to his young family member	10.10.2013	24.10.2013	Quality of care	Not upheld	Points of concern investigated by deputy team manager and a detailed response provided.
91146	Young person complained about H&S issue relating to the temporary accommodation provided	11.11.2013	20.11.2013	Quality of provision	Upheld	Team Manager investigated with commissioning officer and provider. Appropriate arrangements were put in place by the provider to address the issue.

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