

Overview of Learning Outcomes for Upheld Complaints
Quarter 4 1 January – 31 March 2008

STAGE 1 COMPLAINTS		
Directorate	Description	Learning Outcome
ACS Community	Problems with making reservations on line at Helmsley	Extra training has been provided on automated reservation procedures to identified staff
	4 complaints regarding problems contacting the office via the telephone	The 4 were regarding the Telephone system which was still under investigation in January when these complaints were received – non rec'd after that date
	58 Complaints received regarding computers being down and no access to the internet	All the information has been passed to Library Headquarters support services identifying geographical hot spots
ACS Social Care	Transport provision	Timings reviewed
	Missed PCAH calls and attitude of PCAH staff	Agency replaced, new carers appointed
	Lack of support after death of relative and costs incurred for respite stay	Re-assessment and apology for premature closing of case
	Carpets soiled by carers during wet weather	Trial of non-slip overshoes – situation to be reviewed
	Confidentiality issues	Apology made and systems reviewed
	Contact with staff	Confirmation referral received and process explained
	Invoice for residential stay	Explanation of charging policy
	Missed/late PCAH calls	Apology given, review of rota
	Lack of consultation re change of care manager	Apology and explanation for change
	Delay in adaptations	Apology and review of progress
	Request for records and copy notes not actioned	Apology and appropriate information sent
	Use of wheelchair and mobility	Staff to be more encouraging in use of equipment
	Standard of care in respite facility	Standards reviewed and further staff training where appropriate
	Missed PCAH visits	Apology given. New system implemented to allow easier access to client information
	Case management of daughter's care	Explanation of actions, progressed to Stage 2
	Disagrees with financial assessment	Apology and re-assessment carried out
	Lack of funding for placement	Explanation of steps taken to find alternate placement
Change in care manager and suitability of placement	Alternate accommodation sought.	
BES	Lack of response to enquiry	Must keep people informed of what actions are taking place when not able to give full reply within timeframe, due to waiting for information from outside agencies.
	Following her reporting a footpath in a bad state of repair, cones, signs and sandbags appeared but no further action has been taken to carry out any repair.	Must keep people informed of what actions are taking place and what the processes are with regard to funding and ranking of these types of requests.
CEG Customer Service Centre	Customer not given full information in response to an email, resulting issue 'going round the houses'.	A quality check process was introduced for emails
CYPS Social Care	Actions and attitude of social worker	Apology for any offence caused
	Unhappy with case management	Explanation of actions and apology where appropriate
	Lack of support and poor case management	Financial settlement of costs incurred. Further guidance for staff about status and financial implications being clarified at start of placement
	Contact with relatives	Apology for breakdown in communication
	Calls not returned and views not included	Apology for lack of contact. Explanation of way forward and clarification of roles
	Cancellation of meeting and restricted access to records	Apology for cancellation of meeting. Explanation of access to records policy, including third party consent.
STAGE 2 COMPLAINTS		

APPENDIX 1

Directorate	Description	Learning Outcome	
CYPS Other	Complainant pointed out inconsistencies in Guide for Parents	Guide for Parents amended as a result of the complaint (How nursery provision is described in Guide)	
CYPS Social Care	Actions of social care staff	Apology for delay in sharing outcome of assessment. Apology for appropriate leaflet not being provided	
	Withdrawal of playscheme facility	Apology for poor practice and levels of communication with another agency	
	Sharing of photograph	Apology for distress caused. Review of guidance to foster carers	
FCS	Direct Care payment was made to wrong account	Result of clerical error. Manager emphasised to staff member the need for accuracy in service delivery.	
	Unhappy with treatment and attitude of staff member	Complaints Co-ordinator discussed professional practice with staff member especially whilst dealing with difficult people.	
	Receiving reminder notices when wife's homecare charges are being disputed with ACS Finance. Whilst charges are under investigation, demands should be suspended.	Manager reviewed reminder notice procedures with staff to ensure understanding.	
	Letter sent out twice with incorrect name of deceased mother	Result of clerical error. Manager emphasised to staff member the need for accuracy in service delivery.	
STAGE 3 COMPLAINTS			
Directorate	Description	Learning Outcome	
CYPS Social Care	Actions of social care staff in the case management of their daughter	Review of level of communication. Appropriate information be provided to enable access to records. Encouraged family mediation.	
OMBUDSMAN COMPLAINTS			
Directorate	Description	Decision	Learning Outcome
CYPS	Home to School Transport	Local Settlement	Agreed to further appeal, although procedures had been followed correctly