

**WDHSCP – Social Work Complaints Data****Period: 1st April - 31st March 2020**

<b>Social Work Services</b>	<b>Total</b>
Children's Health, Care & Criminal Justice	<b>16</b>
Community Health and Care Services	<b>11</b>
Mental Health, Learning Disability & Addictions	<b>6</b>
<b>Total</b>	<b>33</b>
<b>Subject</b>	
Communication	<b>4</b>
Failure to fulfil statutory responsibilities	<b>1</b>
Failure to provide service	<b>10</b>
Failure to Achieve Standards	<b>3</b>
Data Breach	<b>4</b>
Policy	<b>8</b>
Employee Attitude	<b>1</b>
Other	<b>2</b>
<b>Response</b>	
Acknowledged within 3 days	<b>33</b>
Response within 28 days	<b>11</b>
<b>Outcomes</b>	
Upheld	<b>6</b>
Unsubstantiated	
Partially Upheld	<b>4</b>
Not Upheld	<b>21</b>
Ongoing*	<b>2</b>

\*Will be responded to in Quarter 1 2020/21