

**SOCIAL WORK COMPLAINTS
HALF YEARLY REPORT 2008 – 2009**

No.	Date Rec. By Social Work Co- ordinator	Ack . Within 5 working days	Replied within 20 working days	Nature of complaint	Action/reply	Section	Outcome
1	1/4/08	Yes	No	Complainer's son has parental rights of his 3 children. His son's wish that his children did not have contact with their mother were ignored at a panel hearing by the social worker and contact was allowed. Complainer wishes any future contact with the children's mother to be solely with her alone excluding other members of her family/partner.	Explanation of what discussions and actions took place on day of panel. Position of social work with regard to future contact clearly explained.	Child Care	Part Justified
2.	27/05/2008	No	Interim reply - yes	Claims the influence of a social worker has broken his relationship with his baby son's mother who is afraid the baby will be removed from her if she lets the complainer see his son.	Team Leader met with complainer. Consent to a CJ risk assessment agreed. Written confirmation of next meeting given and invitation sent by recorded delivery.	Child Care	Unjustified
3	04/06/08	Yes	Yes	No assistance has been given with anger management, no information on counselling received, no escorting to appointments and no information received when appointments cancelled	Has been referred for vol orgs services, has been escorted. Ability to access services independently to be kept under review. Upheld that messages for 2 cancelled appointments may not have been	Community Care	Part Justified

					received timeously.		
4	23/06/2008	Yes	Yes	Complainer's elderly mother did not receive her medication.	Clarified policy on home carers and administration of medication to clients. Arranged a review visit with client.	Home Care	Part Justified
5	10/04/2008 Earlier communication on MPs/Cllrs' inquiry database			Complainer is the grandmother of a disabled client and she is concerned about the care provided to him.	Complainer has been given the opportunity to have her complaint reviewed by the Complaints Review Sub Committee.	Community Care	Unsubstantiated
6	8/07/2008	Yes	Yes	Social work has influenced complainers ex partner in relation to him seeing his son.	Response from Chief Executive detailing social work's efforts to engage with complainer.	Child Care	Unjustified
7	4/08/2008	Yes	Yes	Complainer states disabled son has been discriminated against. Information from a vol org led her to believe she would lose social work support if her son accessed outings run by the vol org.	Voluntary organisation. information was inaccurate. Senior Social Worker will contact them to clarify position.	Child Care	Unjustified
8	4/08/08	Yes	Yes	The mother of an adult with learning disabilities who previously was a client of children with special needs team claims her requests for help are being ignored.	Staffing issues held up allocation of case. Has now met with new social worker and senior social worker. Respite services not unduly affected by non allocation of worker.	Community Care	Part Justified
9	7/08/08	Yes	Yes	Concern that ex wife is being abused by her grandsons and that his phone calls to social work are not kept confidential.	Letter offering social work appointment was refused by ex wife. Reassured complainer telephone calls not recorded.	Community Care	Unjustified
10	15/08/2008	Yes	Yes	Complainer alleges social worker	Team Leader met with	Child Care	Unsubstantiated

				bullied and intimidated him. Does not wish any further contact between social work and himself or his family.	complainer and assured them that no intimidation was intended.		
11	25/08/08	Yes	Yes	Alleges poor treatment and discrimination by sheltered housing staff.	Visited by HCO and SWA. Refused all home care offers of service and agreed needs best met within a residential setting	Home Care	Unsubstantiated
12	08/09/08	Yes	Yes	In relation to social work's decision to discontinue taxi services that enables complainer's 3 children, all under 4 years, to attend nursery.	Discussions held between social work, health and nursery and new arrangements agreed and accepted by complainer	Child Care	Unsubstantiated
13	25/09/2008	Yes	Yes	Complainer anxious he will be put out of his room at residential unit for several hours due to a worker not being available to support him.	Elderly resident met with investigating officer and issues discussed and clarified	Community Care	Unsubstantiated
14	25/09/2008	Yes	Yes	Claims a) complainer is homeless and appropriate information is not sent to her by registered post and b) access allowed to her son by his and her abuser.	Team Leader responded that complaint should be directed to Area Reporter and gave contact information for Reporter.	Child Care	Unjustified