

**SOCIAL WORK CHILD CARE COMPLAINTS
ANNUAL 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	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.	Part Justified
2	27/05/2008	Yes	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.	Unjustified
3	8/07/2008	Yes	Yes	Social work has influenced complainer's ex partner in relation to him seeing his son.	Response from Chief Executive detailing social work's efforts to engage with complainer.	Unjustified
4	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	Vol org. information was inaccurate. Snr Social Worker will contact them to clarify position.	Unjustified

				run by the vol org.		
5	15/08/2008	Yes	Yes	Complainer alleges social worker bullied and intimidated him. Does not wish any further contact between social work and himself or his family.	Team Leader met with complainer and assured no intimidation was intended.	Unsubstantiated
6	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	Unsubstantiated
7	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.	Unjustified
8	24/10/2008	Yes	No	Concerned that times of contact with her daughter have been changed from those set at LAAC.	Explained to complainer that all issues around contact time should be discussed at the LAAC Review.	Part Justified
9	30/10/2008	Yes	Yes	Complainer awaiting a response to request for Link Carers Allowance	Allowance put in place and back dated.	Justified
10	05/01/2009	Yes	Yes	Cash for Kids letter sent to wrong address	SWD spoke with client. Team Leader apologised for mistake.	Justified
11	03/02/2009	Yes	Yes	Complainer states confidential information was given out by social worker to another party.	Snr SW advised information was shared to safeguard the care and protection of children	Unjustified