

WDHSCP – Social Work Complaints Data**Period: 1st April 2020- 31st March 2021**

Social Work Services	Total
Children’s Health, Care & Criminal Justice	14
Community Health and Care Services	6
Mental Health, Learning Disability & Addictions	2
Total	22
Subject	
Communication	1
Failure to fulfil statutory responsibilities	2
Failure to provide service	7
Failure to Achieve Standards	3
Data Breach	1
Bias or unfair discrimination	1
Employee Attitude	5
Other	1
Response	
Acknowledged within 3 days	18
Response within 28 days	6
Outcomes	
Upheld	1
Unsubstantiated	2
Partially Upheld	4
Not Upheld	15