

**ITEM 10
APPENDIX 3**

WDHSCP - SMT

Period: 1st April 2023 - 31st March 2024

Social Work Services	Total
Children's Health, Care & Criminal Justice	14
Community Health and Care Services	25
Mental Health, Learning Disability & Addictions	11
Total	50
Subject – a complaint can cover more than one subject	
Communication	6
Failure to fulfil statutory responsibilities	1
Failure to provide service	20
Failure to Achieve Standards	28
Data Breach	1
Bias or unfair discrimination	1
Employee Attitude	11
Withdrawn	
Ongoing	
Response	
Acknowledged within 3 days	45
Response within 28 days	21
Outcomes	
Upheld	5
Partially Upheld	10
Not Upheld	32
Withdrawn	1
Complaint received but responded via a different policy	2

