

**SOCIAL WORK COMPLAINTS  
2010-2011**

No.	Date Rec. By Social Work Co-ordinator	Ack . Within 5 working days	Replied within 28 days	Nature of complaint	Section	Action/reply	Outcome
1	13/04/10	Yes	No	Complainant wishes to appeal against the decision not to disregard their mother's property from the calculation of care home charges.	Community Care Finance	Letter sent proposing a compromise solution to the complainant.	Part Justified
2	10/05/10	No	Yes	Complainant is awaiting a Community Care Assessment and input from Welfare Rights regarding a benefits tribunal.	Community Care/Welfare Rights	Chief Executive wrote to complainant advising that WR appointments have been declined by complainant but that complainant obviously dissatisfied with service to date and CE has arranged for a Social worker to carry out a full assessment of complainant's needs.	Unjustified
3	01/06/10	Yes	Interim Response	Complaint regarding complainant and relative being unable to see child of family friends due to a CP investigation which complainant believes has arisen from misunderstandings on behalf of social worker and residential unit staff.	Child Care	Head of Children's Services has sent out 2 interim replies. Some issues noted in the complaint still require further investigation.	Ongoing – All information been gathered, final response sent to complainant by week ending 26/11/2010
4	1/7/10	Yes	No	Complainant believes that proper care was not given to spouse by staff at Dalreoch Day Care, resulting in a fall from wheelchair and subsequent broken leg and	Older People	APO Community Care met with complainant, his wife and staff involved on the day and concluded that there was no evidence to suggest day care	Unsubstantiated

				pelvis.		staff were at any time negligent.	
5	14/07/10	Yes	No	Complainant unhappy with the attitude of allocated social worker when the family were not at home due to taking children to babysitters in preparation for partner's admission to hospital for induction the following morning.	Child Care	Ongoing	Ongoing
6	15/07/10	Yes	Yes	Complainant's mother is a current foster carer. Complainant has serious concerns about her suitability based on her own childhood and recent incidents with the children in the mother's foster care.	Child Care	Section Head sent out response letter to complainant explaining that family members and neighbours were interviewed regarding these allegations and the information gathered was positive. No evidence to substantiate complaint.	Unsubstantiated
7	21/7/10	Yes	Yes	Complaint regarding an elderly neighbour with hearing problems who has his TV up very loud causing the complainant distress and disturbing his sleep. The elderly man is currently in hospital but will be returning home on Friday.	Community Care	Letter from CHCP Director advising that client will receive a full assessment prior to discharge and that stress to complainant will be taken into account should the client be returning home.	Unjustified
8	16/08/10	Yes	Yes	Complainant unhappy with the service received at Area Team office from Social Work staff in relation to the care of his child.	Child Care	Team Leader responded that a mutual agreement had been reached between the complainant and the Duty Social Worker on the day and that the department is not in a position to endorse caring roles by means of certification.	Unjustified
9	16/08/10	Full Response within 5 days	Yes	Solicitor's letter on behalf of complainant who has been advised that the dept has requested that her daughter's primary school monitor the child's behaviour and report	Child Care	Head of Children's Services advised child was subject of a multi-agency assessment involving Health, Education and Social Work. Social Worker	Unjustified

				back to dept. Concerned as 'Social Work Department has no apparent statutory right to request this kind of information from the school.'		contacted complainant to maintain contact over school holiday period due to concerns raised by the assessment. Contact was refused.	
10	31/08/10	Yes	Interim Response	Complainant unhappy with the social worker's handling of an enquiry regarding making a joint guardianship application for mother.	Community Care	Head of Service explained that emergency Adult Support and Protection procedures delayed social worker's return call to complainant. Complainant unhappy with the final response and has since written to the Director.	Part Justified
11	08/09/10	Yes	Yes	Complainant has concerns for the welfare of his children, who currently reside with their mother in WD. Complainant has reported his concerns to Lothian and Borders Police, who have investigated this matter. Complainant feels his concerns have not been taken seriously, and requests a copy of the report from this investigation. Complainant has also sought legal assistance on this matter.	Child Care	Full assessment carried out and school staff contacted for their assessment and there were no major concerns in relation to the care of the children. Complainant advised that if he did not accept the outcome of the assessment he had the option of making a referral to the Children's Reporter.	Unjustified
12	15/09/10	Yes	Yes	Complaint regarding extra hours for overnight respite and a play scheme place for complainant's child.	Children with Disabilities	Team Leader reviewed child's care package and in her view the support the family are receiving is adequate. Additional overnight respite would not be possible just now, but can always be reviewed in the future Also Team Leader is not sure that the Holiday Club would have a suitable peer group for the child as they are probably more cognitively able	Unjustified

						than many of the other children, but did invite family along to judge for themselves. It was reiterated that care packages are regularly reviewed.	
13	20/09/10	Yes	No, as 2 levels of investigation had to take place.	Complainant unhappy with the treatment of her sister by 2 social work employees. Complaint has subsequently expanded to include a complaint about the conduct of the Senior Social Worker and Team Leader.	Child Care	Investigating Officer confirmed that this would be 2 complaints being investigated. The first complaint regarding the treatment by 2 SW employees found that the client's file had not been inappropriately accessed by either staff members but had sent inappropriate texts to the client, the second complaint regarding failure to properly progress a complaint confirmed that one member of staff failed to follow Dept Complaints Procedure. Management action is being invoked for both complaints	Part Justified
14	23/09/10	Yes	Interim Response	Complainant felt that during his dealings with 2 social workers, they were rude, hostile and threatening. The complaint dates back to his involvement with the staff in 2003/04.	Mental Health	Ongoing – Manager has attempted on 3 separate occasions to meet with the complainant to gather more information on the complaint, but complainant has cancelled each time, and will not leave a contact number. Another meeting has been scheduled for 22/11/10.	Ongoing - Department seeking advice from Legal regarding the timescale.