

**WDHSCP – Social Work Complaints Data**

Period: 1st April 2021 - 31st March 2022

<b>Social Work Services</b>	<b>Total</b>
Children's Health, Care & Criminal Justice	<b>31</b>
Community Health and Care Services	<b>18</b>
Mental Health, Learning Disability & Addictions	<b>11</b>
<b>Total</b>	
<b>Subject</b>	
Communication	<b>5</b>
Failure to fulfil statutory responsibilities	<b>3</b>
Failure to provide service	<b>2</b>
Failure to Achieve Standards	<b>8</b>
Quality of Service	<b>8</b>
Data Breach	<b>0</b>
Bias or unfair discrimination	<b>0</b>
Employee Attitude	<b>0</b>
Other	<b>3</b>
<b>Response</b>	
Acknowledged within 3 days	<b>60</b>
Response within 28 days	<b>6</b>
<b>Outcomes</b>	
Upheld	<b>0</b>
Unsubstantiated	<b>0</b>
Partially Upheld	<b>8</b>
Not Upheld	<b>9</b>
Ongoing*	<b>3</b>

\*Will be responded to in Quarter 1 2022/23