

WEST DUNBARTONSHIRE COUNCIL

Report by Chief Executive

Audit & Performance Review Committee: 20 December 2006

Subject: Monitoring Public Complaints

1. Purpose

1.1 The purpose of this report is:-

- to provide a corporate overview of complaints and complaints processing for the period 1 April 2006 to 30 September 2006 and
- to provide comparative data relating to the previous six month reporting periods.

2. Background

2.2 As part of the Council-wide public complaints policy, introduced in January 1999, it was agreed that departmental statistics on complaints would be monitored corporately and reported twice a year.

3. Main Issues

Results of Monitoring Public Complaints:
1 April 2006 to 30 September 2006

3.1 This section examines Stage 2¹ complaints for the six-month period between 1 October 2005 and 31 March 2006. There were no Stage 3² complaints received during this period.

Complaints Received by Service

3.2 Between 1 April 2006 to 30 September 2006, the Council received a total of 66 Stage 2 complaints. The number of complaints received in this period shows a significant drop (19%) compared to the previous 6 month monitoring period when 81 complaints were received. Table 1 displays the number of complaints received by service/department and the cumulative total for the last 12 months.

¹ A Stage 2 complaint is defined as 'a formal written complaint to the department/service' received either in a letter or in the official complaints form. (For your information, a Stage 1 complaint is defined as an informal complaint that is usually made verbally.)

² A Stage 3 complaint is defined as an 'appeal against the department/service's decision'. Appeals are made to the Chief Executive.

Table 1: Complaints Received by Service/Department:
1 April 2006 to 30 September 2006

Service/Department-	No	% of Total	1 October 2005 to 30 September 2006	
			No	% of Total
Chief Executive Services	15	23%	30	20%
Housing Environmental and Regeneration Services	33	50%	71	48%
Education and Cultural Services	8	12%	24	17%
Social Work Services	10	15%	22	15%
TOTALS	66	100%	147	100%

- 3.3 The number of complaints received by Chief Executive Service has remained the same compared to the previous monitoring period. There has been a slight decrease in the number of complaints received by both Housing Environmental and Regeneration Services and Social Work Services in this monitoring period compared to the previous six months. Education and Cultural Services show a significant decrease from 16 complaints from 1st October 2005 to 31 March 2006 to 8 complaints in the last monitoring period.

Complaints Received by Outcome

- 3.4 Table 2 shows the number of complaints received between 1 October 2005 and 31 March 2006 by outcome. The outcome can be one of five standard categories: justified; part justified; unjustified; unsubstantiated or unknown, if the complaint has been made at the end of the reporting period and the outcome is not yet known. Table 2 also shows the cumulative totals for the last 12 months.

Table 2: Complaints Received by Outcome:
1 April 2006 to 30 September 2006

Outcome	1 April 2006 to 30 September 2006		1 October 2005 to 30 September 2006	
	No.	% of Total	No.	% of Total
Unjustified	32	49%	52	35%
Part Justified	12	18%	21	14%
Justified	17	26%	61	42%
Unsubstantiated	1	1%	7	5%
Unknown	4	6%	6	4%
TOTALS	66	100%	147	100%

- 3.5** The percentage of justified and part justified complaints is 44% of the total number of complaints received from 1 April 2006 to 30 September 2006. This is a significant decrease in the percentage of justified or part justified complaints compared to the previous 6 month monitoring period which was 56% of the total number of complaints received.

Complaints Received by Type

- 3.6** Table 3 looks at the types of complaints received by the Council, based on standard categories, for the six months between 1 April 2006 to 30 September 2006. It also shows the cumulative totals for the last 12 months.

Table 3: Complaint Received by Type:
1 April 2006 to 30 September 2006

Type	1 April 2006 to 30 September 2006		1 October 2005 to 30 September 2006	
	No.	% of Total	No.	% of Total
Failure to provide a service	20	30%	39	27%
Failure to achieve standards/quality of service	5	8%	9	6%
Policy	13	20%	19	13%
Administration	2	3%	6	4%
Administrative delays	2	3%	3	2%
Policy implementation	1	1%	5	3%
Bias or unfair discrimination	0	0%	0	0%
Employee attitude	3	5%	11	8%
Failure to fulfill statutory responsibilities	0	0%	0	0%
Other	18	27%	53	36%
Unknown	2	3%	2	1%
TOTALS	66	100%	147	100%

- 3.7** The type of complaint categorised as 'other', range from complaints that relate to other agencies to complaints disagreeing with an assessment to lack of understanding of the Council remit.

Complaints Received by Action Taken

- 3.8** Table 4 outlines the number of complaints received by action taken. The action taken can be one of five standard categories: no action; policy amended; service standards revised; compensation provided; or other.

Table 4: Complaints Received by Action Taken:
1 April 2006 to 30 September 2006

Action Taken	1 April 2006 to 30 September 2006		Cumulative Totals 1 October 2005 to 30 September 2006	
	No.	% of Total	No.	% of Total
None	26	39%	52	35%
Service Standards Revised	1	1%	2	1%
Compensation Provided	1	1%	1	1%
Policy Amended	0	0%	0	0%
Other	33	50%	87	59%
Unknown	5	9%	5	4%
TOTALS	66	100%	147	100%

- 3.9** In this monitoring period there is 33 'action taken' categorised as 'other', of which 22 were in the form of a letter of apology and action taken to resolve the complaint. A further 8 were letters or appointments to provide the complainant with explanation or clarification of procedure or the service provided. The remaining 3 noted in the 'other' category was staff training. The 'unknown' category is either complaints which were received and the end of the reporting period and are still being investigated or a solution is still being sought.
- 3.10** A brief commentary on the nature of complaints received during the reporting period and the action taken to resolve them is included in Appendix 1. For specific information on action taken at a service/department level, Members are invited to contact the relevant departmental complaint co-ordinator. A list of co-ordinators is included in Appendix 2.

Complaints Administration

- 3.11** The corporate complaints policy sets out target times for acknowledging complaints³ and for providing final written responses⁴. This section looks at how well the Council as a whole and individual services/departments have performed against these targets.

³ The target time for providing a complainant with a written acknowledgement is 5 working days.

⁴ The target time for providing a complainant with a final written response is 20 working days or 28 days for those services provided during weekends (in both cases this equates to 4 weeks).

Acknowledging Receipt of Complaints

- 3.12** Of the 66 stage 2 complaints received by the Council in this monitoring period, 56 (85%) were acknowledged within the target time of 5 days, 6 (9%) were acknowledged after 5 days and 4(6%) were not recorded. This is a decline in the performance of the administration of complaints as in the previous monitoring period 99% of complaints were acknowledged in the target time.

Providing Final Written Responses to Complaints

- 3.13** Between 1 April 2006 to 30 September 2006, 53 (80%) of complainants received a final written response on time, 6 (9%) received a final written response after 20 working days and 7 (11%) was 'not recorded'. The 'not recorded' category are complaints that are still under investigation as the complaint was received at the end of the recording period or are not yet resolved. The overall performance has declined from 84%, in the previous monitoring period, to 80% complainants receiving a final written response in the target time in this monitoring period.

Comparative Data

- 3.14** This section compares complaint data for the previous three 6 month reporting periods. This will help to identify trends and provide a benchmark of the Council's performance over time. Table 5 shows the number of complaints received in the last three reporting periods.

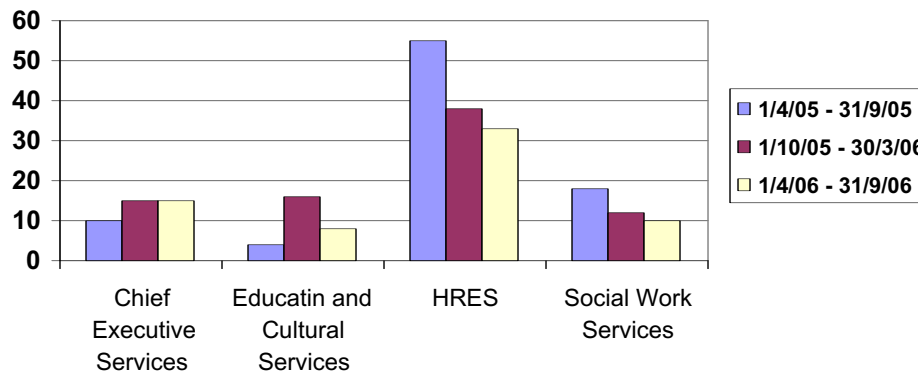
Table 5: Complaints received by Reporting Period

Reporting Period	Number of complaints
1 April 2005 - 30 September 2005	87
1 October 2005 – 31 March 2006	81
1 April 2006 - 30 September 2006	66

- 3.15** The number of complaints in the last period declined by 19% as did the percentage of complaints found to be justified or part justified compared to the previous 6 month monitoring period. The percentage of justified or part justified complaints declined from 56% of the total number of complaints from 1 September 2005 to 31 March 2006 compared to 44% in this monitoring period.
- 3.16** The percentage of justified and part justified complaints is a Key Performance Indicator for the Council. Based on the figures for the first six months of the year this indicator is 'on track' to achieve the target set for the 2006/07.

3.17 Figure 1 below illustrates the variations within services/departments over the last three reporting periods.

Figure 1: Complaints received by Service/Department Comparison Over Last 3 Reporting Periods



Publicity

3.18 In addition to the display of complaint forms and posters in all council public access points and available via the Council web page we are continuing to look at ways to raise awareness of the procedure and ensure that all potential complainants have easy access to the process.

This includes:-

- reporting on complaints in the West Dunbartonshire News;
- advertising in the Council Tax Guide 2006/2007;
- individual services promoting the complaints procedure at customer contact points; and
- including complaints information in the Performance Monitoring stall at Community Day 2006.

Equal Opportunities Monitoring

3.19 The complaints leaflet includes a section which allows each service to monitor the profile of the complainant as part of equal opportunities monitoring. As only 12% of the complainants have completed this section, the analysis of the profile of complainants, is limited.

3.20 Out of the 8 people who completed this section no one indicated that they were disabled. The gender of the complainants was 6 female: 2 male and of the 8 people who complete the form 7 indicated they were of 'white/Scottish' with one person selecting the 'other white British' category. The age profile of the complainants using the complaints process in the last six months was 1 person aged 30 – 39 years old, 3 people aged 40 – 49 years, 3 aged 50 - 59 years and 1 person 60+ years.

Stage 3 Complaints:1 April 2006 to 30 September 2006

3.21 There were no Stage 3⁵ complaints received during this period.

4. Personnel Issues

4.1 There are no personnel issues.

5. Financial Implications

5.1 A complainant has been offered a 'one off' £50.00 reduction on the let of Clydebank Town Hall the next time they book the hall.

6. Conclusions

6.1 The report is essentially a statistical update for the Committee's information. It provides information on the number of complaints, the administration of the complaints process, the corporate category and action taken to resolve justified or part justified complaints.

7. Recommendation

7.1 The Committee is invited to consider and comment on the results of this monitoring exercise.

David McMillan
Chief Executive
Date: 13 December 2006

Wards Affected: All Wards

Appendices: 1 - Nature of Complaints and Outcomes
2 - Departmental Complaints Co-ordinators

Background Papers: None

Person to Contact: May Simpson
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⁵ A Stage 3 complaint is defined as an 'appeal against the department/service's decision'. Appeals are made to the Chief Executive.

Appendix 1

Monitoring Public Complaints – 1st April 2006 to 30th September 2006 Nature of Complaints and Outcomes

	Service Area	Nature of Complaint	Outcome
1	Chief Executive Services Finance	Received a final notice for outstanding Council Tax	Unjustified Letter of explanation issued
2	Finance	Received a reminder for outstanding Council Tax	Unjustified Letter of explanation issued
3	Finance	Received follow up letters for outstanding Community Charge	Unjustified Letter of explanation issued
4	Finance	Received follow up letter for outstanding Council Tax	Unjustified Letter of explanation issued
5	Finance	Received a 10% statutory addition for outstanding Council Tax	Unjustified Letter of explanation issued
6	Finance	Unhappy at length of time taken to check enquiry	Unjustified Letter of explanation issued
7	Finance	Finance recovery re employee attitude	Part Justified Training given
8	Finance	Finance recovery re Council tax follow up	Unjustified Letter of explanation issued
9	Finance	Council tax follow up	Unjustified Letter of explanation issued
10	Finance	Council tax follow up	Unjustified Letter of explanation issued
11	Finance	Council tax – 25% discount	Unjustified Letter of explanation issued
12	Finance (via email)	Finance recovery re the service provided	Justified Training given

	Service Area	Nature of Complaint	Outcome
13	Finance (via email)	Finance recovery re Council tax follow up	Unjustified Letter of explanation issued
14	Legal and Administration	Complaint about cleanliness of dressing rooms at Clydebank Town Hall	Part Justified Complaint offered £50.00 reduction on next let of Clydebank Town Hall
15	Legal and Administration	Complaint about delay in repayment of dual insurance	Unjustified Delay was due to systems problem with Council's insurer and was outwith WDC control.
16	Education and Cultural Services Community & Cultural	Closure of Renton Library	Unjustified Library Closed
17	Community & Cultural	Closure of Renton C.E. Centre	Unjustified Renton C.E. Centre Closed
18	Education Services	Availability of subjects at Vale of Leven Academy due to staff shortages	Part Justified Problem due to the national shortage of teachers for specific subjects
19	Education Services	Availability of subjects at Vale of Leven Academy due to lack of uptake of subject	Unjustified Policy clearly states minimum class required.
20	Education Services	No access to son's attainment records as not custodial parent	Unknown Not resolved – many attempts to contact parent was met with no response
21	Education Services	Alleged bullying of daughter at school	Unknown Ongoing

	Service Area	Nature of Complaint	Outcome
22	Education Services	Vale of Leven Academy submitted wrong address to SQA for Exam awards certificate	Justified School contacted SQA and amended details. Apology issued.
23	Education Services	Flooding of garden from Our Lady and St Patricks playing fields	Part Justified. Still awaiting confirmation from HR&ES re action to be taken to rectify problem.
24	HR&ES Waste Services (via e-mail)	Refuse Collection – failure to empty bin.	Justified Complainant's bin was emptied on date of receipt of e-mail.
25	Development Management and Building Standards	Planning Consent and Building Standards in respect of damage to wall near complainant's property.	Unjustified Planning consent was not required and there is no requirement for a licence in respect of operating hours. The roadway is a private road and as such the Council has no remit to make any improvements. Building Standards suggested that remedial action was undertaken. However the Council aren't responsible for any costs involved and the complainant was advised to seek legal advice if they considered that another party had caused damage to the wall.
26	Repairs	Installation of the gas central heating system – failure to comply with contractual commitments within the tenancy agreement.	Unjustified Present heating system is working and the have met the terms of the tenancy agreement. Awaiting any medical information which may enable a re assessment.

	Service Area	Nature of Complaint	Outcome
27	Repairs	Bought flat in 1988. The reinstatement value was £97,600 in 2006 and had dropped to £64,667 in 2005. Council appointed a building surveyor to carry out re evaluation. The first year was set too high resulting in the insurance premiums being too high. Mis-sold building insurance.	Unjustified A baseline value for the properties was set and appropriate indices used year on year to ensure the value was in fact keeping inline with changes in the construction field. Our actions are in keeping with the insurance market in general.
28	Repairs	Failure to complete job. Has been ongoing since June 2003.	Justified Apology given for job not being completed. Repair order has been issued work will commence 22/5/06
29	Repairs	Complainant advised that a plumber carry out repair on the 15/5/06 and 16/5/06 and was told by supervisor on 17/5/06 that plumber would arrive that day. No one arrived to carry out repair.	Justified Apology given for inconvenience caused. The repair to clear choked bath and check pipes for water hammer was completed. A new repair order issued to renew guttering and target date for completion was 4/7/06.
30	Repairs	Delay in completion of work on gutters – it took two months to complete. Also had to clean up the mess after work was carried out. Phoned to complain on two occasions about the delay – inspector never returned phone call.	Part Justified Maintenance Officer visited and reviewed a number of concerns. Officers gave an explanation to why the work was outstanding which tenant was satisfied with.
31	Repairs	Proposals to install Satellite TV. Council has not taken into consideration the views of the flat owners.	Justified Apology given for lack of consultation. Alternative options for maintaining and upgrading television reception at address will be considered.

	Service Area	Nature of Complaint	Outcome
32	Repairs	80 year old woman receiving treatment for bowel cancer. No bath in property, just a wet room as previous tenant was disabled. Would appreciate if could arrange for a bath with an overhead shower to be installed in the property. Also looking for a fitted kitchen.	Justified Kitchen unit will be replaced week commencing 12th September. Bathroom facilities has been referred to Social Work
33	Repairs	Close upgrade not finished. No new back windows not replaced, tiles a different colour from the wall and only half the grass is cut.	Part Justified Windows cannot be replaced as the property is a listed building of historic interest. Tiled board is a temporary measure protecting gauges fixed to the close wall as part of a structural investigation. New back door has toughened glass panel to give natural day light in the close. Grass cutting was not part of the grass upgrade. One of the garden is cut under the care of garden scheme. An officer will contact other tenants regarding garden maintenance.
34	Repairs	New sink fitted flooded bathroom. Repair plumber advised he could not fix it as the original plumber had fitted it incorrectly and the repair would need joiner and plumber to sort out. When complainant phoned they were advised repair was not on the computer. Inspector out who turned up but had no idea of the problem.	Justified Remedial works carried out 1 Sept 06. Apology given for service not to the standard expected and for any inconvenience caused.

	Service Area	Nature of Complaint	Outcome
35	Repairs	Back court looking like a jungle. Nettles, grass, thorns, weeds etc. Can't hang washing out.	Unjustified Tenants in flats F & H & D are responsible for the maintenance of the rear right hand side of the garden. The garden area to the rear left hand side is maintained by greenlight. Enforcement Officer visited and noted rear footpath flooded and that there was a problem with gutters. These have been passed to repairs centre to action.
36	Benefits	Housing benefit letter recieved.	Unjustified Housing benefit administration and assessment completed within service standard timescales.
37	Repairs	Waiting for bath to get repaired for 3 months, bath not level and flooded neighbour downstairs. Gas system was condemned 6 weeks ago and a new combi boiler installed. No flooring in the hall patched, without wallpaper where radiators have been changed in 2 bedrooms and livingroom. Kitchen cupboards have been ripped out and was told by inspector not getting a new kitchen but will be having old cupboards put in instead. Was told not getting new kitchen until 2007.	Part Justified Repair order was issued but cancelled as there was no access. Maintenance Officer visited and raised another order to have the bath refitted or replaced if required. Contractor tried to contact by telephone and by card regarding heating system. When contact was made was advised that tenant was going on holiday and would advise contractor when returned. New heating system was installed and a member of staff visited to assess redecoration allowance but was unable to gain access. Maintenance Officer raised order to replace base unit and wall unit. New kitchen included in the 2006/07 programme.

	Service Area	Nature of Complaint	Outcome
38	Benefits	Advised Housing dept of full name, d.o.b., N.I. No., current and previous address, but still getting confused with another person (same name) who resides at Muir Road. Received letters over a number of years relating to this person's rent arrears and council tax. Received letters at home address and workplace which was opened by a member of staff as letter was not marked private or personal. Telephone calls have been received at workplace. I feel that as I work for WDC that I am being victimised.	Justified Apology given for arrears letter being sent out. Clarified the situation with house sales section so no delay will be caused with transaction.
39	Estates	Fly tipping on the main footpath	Part Justified Enforcement officer visits this area weekly and fly tipping reported to relevant department for uplift. Advised tenants to provide information to us in confidence if they are aware of the individuals concerned.
40	Estates	Greenlight garden maintenance.	Justified Apology given for poor services received resulting in breakdown of communication with Greenlight.
41	Estates	Close cleaning - have been refused service on at least ten occasions. Wrote to John McKerracher and tried to speak to him with no avail. I am left extremely upset and totally appalled about lack of action taken.	Unjustified Continue to monitor close regularly to ensure it is being kept clean by residents living there. All residents have been issued with a rota card for cleaning and will help us identify who are not taking their turn.

	Service Area	Nature of Complaint	Outcome
42	Allocations	Allocations officer told tenant to come at a certain time. Waited 45-50 minutes. The information that was submitted previously had got lost. Complainant feels that a better service should be given to tenants.	Part Justified Apology given for having to wait. Performance standards indicate that we will see all clients within 15minutes of their interview or advise the client of the reason for the delay.
43	Allocations	Phoned and visited office to tell that moved to Clackmannanshire for good. Still sending letters to previous which someone else is now occupying.	Unjustified Requested information regarding the department which is writing to the complainants previous address. Failed to supply information, unable to action complaint.
44	Allocations	Previous complaint not been fully dealt with. Letters included have not been returned. Council are refusing me any access to mainstream housing forcing me to apply under homeless legislation.	Part Justified Apology given for not returning letters. Explanation given regarding the effect of outstanding rent arrears, from a former tenancy, and its impact on any new applications for housing. Application may be deferred. Advised complainant to consider making an application to the Homeless Persons Section as may qualify for assistance.
45	Employee attitude	Hassle from Caretaker	Unjustified Following investigation with caretaker, tenant and neighbour allegations made against the caretaker are unfounded.

	Service Area	Nature of Complaint	Outcome
46	Land Services	Agreement had been made with the Council that the land adjacent to rear of gardens would be cut twice a year. Grass has only been cut once a year.	Justified Consult residents about proposals to significantly prune and/ or remove trees. Arrangement to inspect area to be undertaken and squad will return this week to re-cut the entire area ensuring sloping area is included. Future grass cutting and weed killing has been programmed for May and August each year.
47	Homeless	Returned home to find workmen had carried out work in my absence. No attempted had been made to clear up and I received no notification of work was going to be carried out in order that my private paper could have been tidied away. I am furious and consider this a gross invasion of privacy. I do not expect to be treated in this manner because I am homeless/live in temporary accommodation.	Unjustified Housing maintenance staff requested access to the property to allow the Council's Gas Contractor to install a safety switch. Numerous attempts to gain access were unsuccessful. Homeless Service staff was present when the work was being carried out and no items of a personal nature were disturbed. Person advised prior to accommodation being accepted that staff could at any time access the unit in your absence.
48	Roads Direct	A bollard at this address has been knocked down since February 2006 which is allowing cars and vans to park on the traffic calming pavements. Complainant is claiming this is an invasion of her privacy	Justified Replacement bollard had been ordered but as it is of cast metal and of a particular pattern which is not readily available, delivery can take several weeks. A temporary bollard will be erected.

	Service Area	Nature of Complaint	Outcome
49	Roads Maintenance (email)	Drains were being cleaned on 30th June 2006 on the west bound carriageway towards Duntocher , and when complainant came round a blind corner and had an accident as there were no signs to say that work was being carried out	Unjustified No further contact from complainant through e-mail service. Advised complainant that it is not a WDC responsibility.
50	Roads	Complainant is finding it difficult to use her wheelchair or scooter due the pavements in the area being high. She is having to go on the road	Justified Engineer has arranged to visit this location with complainant and will identify any specific problems and programme any works which are considered necessary.
51	Land Services	Over grown trees in front garden are causing problems to this tenant as she cannot open her windows because of all the insects coming off the tree and she is not getting any daylight into her living room. Children are climbing on it and pulling branches off.	Justified Tree will be removed from garden and Hawthorn tree will be cut back by 30%
52	Land Services	Complainant has two separate issues. She had asked for a tree to be pruned at the gable of her house to eliminate the gutters getting choked in the winter. She was advised that it would be better if the tree was cut down. On returning home she discovered that the tree had been cut down. Her second issue is that the member of staff that she was dealing with was shouting at her and was not very pleasant	Justified This tree was removed by skilled tree operatives as it was not suitable for the streetscape environment and pruning would only be a short gap measure. A replacement tree more suited to the area will be planted Nov/Dec. A representative will contact the complainant to discuss replacement and apologise.

	Service Area	Nature of Complaint	Outcome
53	Leisure	Regarding opening hours of the Vale of Leven Pool during week days in comparison to Meadow Centre. Complainant is finding it difficult to attend as she works outwith the area and she finds it surprising given the numerous ongoing healthy living initiatives from the council and Scottish Executive	Unjustified An officer will be examining the current programme to see if there is any scope for adding specific adult lane swimming times.
54	Land Services	Lack of public toilet facilities within the Dumbarton area especially at Levensgrove Park	Unjustified Advised that due to budget constrains seasonal facilities were closed but there is an automated public convenience located on the quayside immediately over Dumbarton Bridge
55	Transport	Driver of transport bus which picks up disabled children in this area came up behind his car and started 'revving' the engine and tried to move his car with the bus. The driver of the bus had plenty of space to get passed and it seems that he does this sort of thing to other drivers.	Unknown Complaint ongoing as section are waiting for further contact from complainant
56	Cleansing	The operatives are leaving bins over the complainant's drive way. She has asked them on numerous occasions not to do so but it is continuing. She has to leave her young child in the car while she moves them to gain access to her drive way.	Part Justified Operatives have been reminded not to leave wheeled bins in places that can be of obstruction

	Service Area	Nature of Complaint	Outcome
57	Social Work Services Social Work	Complainant has spent a lot of money trying to meet the requirements of health and safety in order that his disabled mother could be released from hospital to live with him. Claims carers refused to use bed hoist.	Part Justified. Complainant was aware specialist equipment was required which was mostly supplied by health sector. Complainant proceeded with alternative estimates, at greater cost, in order to have work completed as he wished. Hoist was not used as a result of risk assessment.
58	Social Work	Letter detailing difficulties experienced in obtaining social work services. Also on several occasions home care failed to attend husband confined to wheelchair.	Justified. Additional home care services will commence as soon as husband returns home from hospital.
59	Social Work	Social Workers failing to check the explicit sexual innuendo of anti social family and also blocking shared driveway with their cars.	Justified. In appropriate behaviour is being challenged. Staff from differing agencies informed of residents' access rights to driveway.
60	Social Work	Lack of financial assistance from SW Dept. for assuming responsibility for two grandsons.	Unjustified. Not entitled to community care grant as children's mother has received this. Encouraged to apply for child benefit and will be assessed for link carer's allowance.
61	Social Work	Family concerned that son has not been allocated a dedicated social worker.	Unjustified. The complainant had an allocated social worker. A different social worker has been offered and the family has no further complaints.

	Service Area	Nature of Complaint	Outcome
62	Social Work	When complainant's mother died, the nursing home said money was owed due to fees having been raised several months previously. WDC failed to inform her of this rise in fees.	Unsubstantiated. Manager of Resources said he would look at position again if complainant contacted Southern Cross Healthcare and obtained clarification on what the invoice was for.
63	Social Work	Complaint about a carer who it is claimed is misusing drugs.	Unjustified. Complaint investigated and employee has been through an enhanced disclosure check.
64	Social Work	Concerns an assessment for a shower adaptation. Complainant believes he was allotted 12 priority points but was told later that he had 11 points and as a result the shower would not be fitted in this financial year.	Unjustified. Medical form from GP assessed client as having 11 priority points. His points were not reduced. Adaptation will be processed by Housing in due course.
65	Social Work	On 3 recent occasions home help had not turned up to assist her husband. Complainant considers care management and communication to be poor.	Unknown This complaint is under investigation.
66	Social Work	Family believe council are not providing sufficient services for son	Unjustified. Senior Social Worker, Children with Special Needs, provided complainant with a response to this complaint, detailing the assessment process and services.

Appendix 2

Departmental Complaints Co-ordinators - (2006/07)

Service Department	Co-ordinator	Ext. Number
Chief Executive (Policy Unit)	May Simpson	7242
Chief Executive (Finance)	Linda Hillis	7412
Chief Executive (ITC & Business Development)	Peter Rudzinski	7111
Chief Executive (Legal & Administrative Services)	Christine McCaffary	7186
Chief Executive (Personnel & Training)	Eileen Kruger	7832
Education and Cultural Services (Community and Cultural Services)	May Sweeney	8041
Education and Cultural Services (Education Services)	Karen Docherty	7368
Housing Regeneration and Environmental Services (Housing Services)	Natasha Brooks	7399
Housing Regeneration and Environmental Services (Housing and Technical Services)	Ann Mc Naughton	7616
Housing Regeneration and Environmental Services (DES)	Graeme McDougall (Alasdair Gregor)	7180 (7415)
Social Work	Alice Dow (Moir Swanson)	6131 (6124)

