

Social Work Services: Analysis of Complaints April 2012 - Mar 2013									
COMPLAINTS BY CALLER TYPE									
Details of who initiated the complaint									
	<i>3rd Party</i>	<i>%</i>	<i>Customer</i>	<i>%</i>	<i>Elected Member</i>	<i>%</i>	<i>MSP</i>	<i>%</i>	
CHILDREN & FAMILY TEAMS	12	35%	10	29%	5	15%	7	21%	34
CRIMINAL JUSTICE TEAMS	1	17%	4	67%	1	17%	0	0%	6
HQ BASED CF/CJ	12	32%	9	24%	12	32%	5	13%	38
HOME CARE TEAMS	99	60%	62	37%	2	1%	3	2%	166
ASSESSMENT & CARE MANAGEMENT TEAMS	24	21%	15	13%	61	53%	16	14%	116
COMMUNITY CARE UNITS	0	0%	2	100%	0	0%	0	0%	2
HQ BASED COMMUNITY CARE STAFF	24	25%	23	24%	38	40%	11	11%	96
TOTALS	172	38%	125	27%	119	26%	42	9%	458

Social Work Services: Analysis of Complaints

April 2012 - Mar 2013

COMPLAINTS BY REASON

		%
SW Handling of Case	112	24%
Staff Conduct	18	4%
Delay in Processing referral	15	3%
Request for Assistance/Raising Concerns	104	23%
Funding Issue	5	1%
Quality of Care	119	26%
Charging/Financial Assessment	28	6%
Transport Provision	3	1%
Lateness of carer	4	1%
Medication	6	1%
Continuity of Care	19	4%

Carer Never arrived	18	4%
Other	7	2%
TOTAL	458	

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COMPLAINTS RECEIVED FOR PERIOD							
	<i>Stage 1</i>	<i>%</i>	<i>Stage 2</i>	<i>%</i>	<i>Stage 3</i>	<i>%</i>	
CHILDREN & FAMILY TEAMS	33	8%	1	5%	0	0%	
CRIMINAL JUSTICE TEAMS	6	1%	0	0%	0	0%	
HQ BASED CF/CJ	36	8%	2	10%	0	0%	
HOME CARE TEAMS	166	38%	0	0%	0	0%	
ASSESSMENT & CARE MANAGEMENT TEAMS	111	26%	5	24%		0%	
COMMUNITY CARE UNITS	2	0%	0	0%	0	0%	
HQ BASED COMMUNITY CARE STAFF	81	19%	13	62%	2	100%	
TOTALS	435	95%	21	4.6%	2	0.4%	458

