

Overview of activity Children Social Care Complaints 2007/08

Please refer to the Main attached Annual Report appendix 1 for full details of complaint, compliment and comments for Children Social Care Services 2007/08.

- During **2007/08** Dudley Directorate of Children's Services received 2928 referrals and provided services to 2267 children.
- Children's Social Care Services received **85** complaints from **65** young people or their representatives compared with **123** complaints for **2006/07**.
- Some young people have made more than one complaint this year either making more than one contact during the year or raising concerns about two or more services in the same contact.
- **24** complaints were made by children or advocates.
- **62** comments were received in **2007/8**, **17** had been recorded in **2006/7**
- **1** Stage 2 Formal complaint investigation was conducted in 2007/08.. Comparisons with neighbouring Authorities of comparable size indicate that fewer complaints in Dudley progress to the subsequent stages of the complaints procedures, not least due to the positive response provided to complaints by Managers of the service. There were **no** Stage 2 investigations in 2006/7 compared with **3** in 2005/06.
- **One** complaint begun in 2007/08 has progressed to Stage 2 of the procedures after discussion with the complainant.
- **One** complaint progressed to a Stage 3 Review Panel this year.
- **78** complaints received a response at Stage 1, **3** were withdrawn,
- **48.7%** were dealt with within **10** working days.
- **21.25%** within a further **10** working days.
- A further **12.5%** of complaints were dealt with between **21** and **25** working days.
- **12.5%** of complaints took more than **31** working days to complete.
- There were **44** registered compliments compared to **39** for 2006/07.
- There has been **1** finding of Maladministration by the Local Government Ombudsman. This is the first finding for Dudley Social Care.