

## APPENDIX 2 – EXAMPLES OF COMPLAINTS AND REPRESENTATIONS DURING 2014/15

Ref	Short Description	Category	Stage	Unit / Team	Outcome
<b>Adults, Health and Wellbeing Department</b>					
GC/1803-14	Complaint about the lack of social care service (respite service) for their son.	Social Services (Complaint)	Stage 1	Adults Service	Meeting was held between family and relevant officers within the Adult Service. The Service reviewed the situation and the family was happy. They did not wish to proceed to Stage 2 of the complaints process.
GC/2150-14	Complaint following an accident that happened during a home care visit	Social Services (Complaints)	Stage 1	Home Care (Internal Provider)	Meeting was held between family and relevant offices within the Service. This was held following a report produced by the Health and Safety Unit. The family will now take their complaint through the Insurance Unit of the Council.
GC/1923-14	Complaint regarding a Residential Care Home being understaffed	Social Services (Complaint)	Stage 1	Residential Home Care Services (Internal Provider)	Complainant received a response letter to their Stage 1 complaint.
GC/1927-14	Service User had been in an accident, family wanted to make a complaint due to the lack of information provided following the incident	Social Services (Complaint)	Stage 1	Residential Home Care Services (Internal Provider)	Meeting took place between family and relevant officers within Internal Provider Service. Health and Safety Unit was brought in to prepare a report.
GC/1965-14	Complaint regarding the standard of care of a resident within a residential care home and the lack of communication regarding the transfer of the resident into Hospital without family consent	Social Services (Complaint)	Stage 1	Residential Home Care Services (Internal Provider)	A comprehensive letter was sent in response to the complaint along with an apology for any distress caused.
GC/1759-14	Complaint regarding missed home care calls from Independent Provider	Social Services (Complaint)	Stage 1	Home Care (Independent Provider)	Upon investigation, all calls had been attended to. The Service User had declined the home carers' access to his home. A letter was sent explaining the situation fully to the service user.
GC/2012-14	Wanted to make a complaint regarding incorrect invoices received. Invoices do not state correct home care hours.	Social Services (Complaint)	Stage 1	Home Care (Internal Provider)	Matter was discussed over the phone with the relevant Manager. Also received a full explanation of the situation by letter.
GC/1970-14	Complaint regarding member of staff.	Social Services (Complaint)	Stage 1	Learning Disabilities Service (Adults)	Matter was resolved over the phone.
GC/2203-14	Complaint regarding transport to Day Services	Social Services (Complaint)	Stage 1	Learning Disabilities	Letter sent explaining the situation following a telephone conversation with the relevant

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				Service (Adults)	Manager.
GC/2204-14	Complaints regarding change in Service, family have concerns regarding new Service ideas. Example: if three individuals with disabilities are out together with one befriender and one becomes ill, what plans have the Service in place to safeguard the other two individuals?	Social Services (Complaint)	Stage 1	Learning Disabilities Service(Adults)	Letter sent explaining the current situation.
GC/2270-14	Complaint regarding removal of support workers	Social Services (Complaint)	Stage 1 and Stage 2	Learning Disabilities Service (Adults)	Complaint has been through Stage 2 Investigation. Complainant is currently in contact with the Ombudsman.
GC/2242-14	Lack of Section 47 Assessment and CHC Assessment	Social Services (Complaint)	Stage 1	Mental Health Service	Full and comprehensive response provided by letter to the complainant.
GC/1836-14	Formal complaint made by solicitor Julie Burton Law on behalf of a service user. Complaint included BCUHB.	Social Services (Complaint)	Stage 1	Adult Service	Joint response with BCUHB was produced with a full explanation from both sides.
GC/1928-14	Complaint regarding attitude of staff member	Social Services (Complaint)	Stage 1	Adult Service	Meeting was held between the family and relevant Managers. Apology was provided during the meeting. The family also received a letter following the meeting.
GC/2089-14	Complaint regarding incorrect invoices for care provided	Social Services (Complaint)	Stage 1	Adult Service	Family received a letter confirming the status of the invoices.
GC/2218-14	Complaint regarding home care hours cut	Social Services (Complaint)	Stage 1	Adult Service	Letter sent explaining the situation. Following a meeting with the Area Manager.
GC/2224-14	Complaint regarding the treatment and Service her brother has received from the Council.	Social Services (Complaint)	Stage 1	Adult Service	This matter is currently with the Ombudsman.
GC/2262-14	Complaint regarding comments made by a worker	Social Services (Complaint)	Stage 1	Adult Service	Area Manager contacted complainant by phone to discuss you complaint. A full and comprehensive response was then provided by letter.
GC/1744-14	Individual not happy with the rise in Telecare Cost	Social Services (Complaint)	Stage 1	Telecare (Adults)	Letter sent out explaining the situation. Due to inflation the Service have no option but to raise the cost of Telecare.
GC/2135-14	Complaint regarding installing the Telecare system	Social Services (Complaint)	Stage 1	Telecare (Adults)	Letter sent with a full explanation.
GC/1684-14	Service User received an email from the service in English. All correspondence had been through Welsh.	Social Services (Complaint)	Stage 1	Adult Service	A letter of apology has been sent to the complainant, assuring him that staff members will be reminded to write to individuals in their chosen language.

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GC/2013-14	Enquiry from CSSIW regarding an individual	Enquiry		Internal Provider Service	Information shared with CSSIW regarding the matter.
<b>Children and Family Support Department</b>					
GC/1730-14	Individual wanted to make several complaints against the Children Service e.g. issues regarding IRO, issues from foster placement and wanted copies of statutory review minutes	Social Services (Complaint)	Stage 1	Children Service	Comprehensive letter was sent in response to the complaint.
GC/1835-14	Missed call to collect service user, this happened several times during a 10 month period	Social Services (Complaint)	Stage 1	Derwen Service	Letter with apology and full explanation given to family. Copy of letter was also sent to CSSIW.
GC/2230-14	Complaint regarding failure to provide the service that her son needed	Social Services (Complaint)	Stage 1	Youth Offending Team	Letter sent out with full explanation.
GC/1791-14	Complaint from a young person regarding contact sessions and being rehabilitated	Social Services (Complaint)	Stage 1	Children Service	Letter sent to young person and advocate with full explanation of the situation.
GC/1893-14	Complaint against a Social Worker	Social Services (Complaint)	Stage 1	Children Service	Full explanation given to the individual and advice given to seek independent legal advice.
GC/1906-14	This complaint is about decision making in terms of a young person's transition from secure care to an open unit in the community.	Social Services (Complaint)	Stage 1	Children Service	Full explanation given of the situation at the time. Very sensitive matter and great consideration was given to the response.
GC/1918-14	Complaint against a Social Worker	Social Services (Complaint)	Stage 1	Children Service	Letter sent with explanation of the situation. Individual who made complaint was not the parent of the service user therefore could not comment
GC/1939-14	Numerous issues rose e.g. contact sessions, lack of communication.	Social Services (Complaint)	Stage 1	Children Service	Letter sent out with full explanation to each matter raised within the complaint.
GC/1973-14	Complaint regarding Social Services	Social Services (Complaint)	Stage 1	Children Service	Social Worker visited individual. Meeting went well. Did not want to proceed with complaint.
GC/2025-14	Complaint against the Service. Unhappy that children were seen without notice and visit was unannounced.	Social Services (Complaint)	Stage 1	Children Service	Letter sent to complainant with full explanation. Explaining that the Service has a duty and a right to visit a child unannounced if needed.
GC/2044-14	Numerous issues raised by complainant e.g. contact issues, attitude of social worker, referred to other service without consent	Social Services (Complaint)	Stage 1	Children Service	Team Manager contacted complainant by phone to discuss the complaint. Letter then followed confirming the conversation with full explanation by the Service Manager.
GC/2049-14	Complaint that social worker had not	Social Services	Stage 1	Children Service	Letter provided with full explanation and advice on

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	passed on letters to child.	(Complaint)			how to move forward.
GC/1724-14	Individual wanted an explanation why he only receives a certain amount of time a month to see his children, explanation why he hasn't been invited to any meeting regarding his children	Social Services (Complaint)	Informal Complaint	Children Service	Full explanation given to the complainant by letter. Also discussion had during numerous telephone conversations with complainant.
GC/1749-14	Complaint made by parents following an incident whilst in the care of Local Authority. Parent was not informed of incident until 3 days later.	Social Services (Complaint)	Stage 1	Out of Hours	Apology letter provided by the Out of Hours Manager. Letter also noted that the Service would be willing to meet with the complainant to discuss further should they wish.
GC/1942-14	Complaint regarding access to child	Social Services (Complaint)	Stage 1	Children Service	Letter sent from Senior Manager to complainant. Advising the complainant of the situation and the best way. A copy of the letter was also sent to the Ombudsman for consideration as requested by the complainant.
GC/2178-14	Numerous matter raised within the complaint e.g. phone calls not returned, gifts not given to children, unpaid expenses	Social Services (Complaint)	Stage 1	Children Service	Response letter sent to confirm a telephone discussion. Social Worker contacted complainant by phone to discuss all matters raised within complaint.
GC/2288-15	Young person in care unhappy with new contact arrangements	Social Services (Complaint)	Stage 1	Children Service	Letter sent with full explanation to the young person and advocate.
GC/2297-15	Young person unhappy that he has to move placement. Would like to stay in current placement.	Social Services (Complaint)	Stage 1	Children Service	Response letter sent to young person. Young Person was happy in new placement and did not want to proceed with complaint.
GC/2035-14	Complaint against social worker attitude	Social Services (Complaint)	Stage 1	Children Service	Team Manager contacted complainant to discuss complaint. Everything was then confirmed by letter. Complainant was happy with this.
GC/2273-14	Enquiry regarding adoption	Enquiry		Adoption	Enquiry passed on to relevant officer within Department.
GC/1885-14	Enquiry regarding foster carer	Enquiry		Fostering	Enquiry passed on to relevant officer within Department.
GC/2121-14	Individual wanted a letter from the Service confirming that children had received Christmas gifts	Enquiry		Children Service	Individual received letter confirming children received Christmas gifts.
GC/2148-14	Complaint against social worker	Social Services (Complaint)	Stage 1	Children Service	Team Manager contacted complainant to discuss complaint. Everything was then confirmed by letter.