

APPENDIX 1 – EXAMPLES OF COMPLAINTS AND REPRESENTATIONS DURING 2015/16

Ref	Short Description	Category	Stage	Unit / Team	Outcome
Children and Family Support Department					
GC/2975-15	Parent wanted to complain that she had not been contacted by the Service as promised. Also wanted to complain that she was not going to receive service as her son did not meet the criteria.	Service Provision Staff Performance	Stage 1 Complaint	Derwen Service	The Service and the Health Board held a meeting with the complainant to discuss all the matters. This was followed up with a letter confirming what had been discussed and the Service Manager is keeping an eye on the situation. Complaint has been closed. The view of the Management Team was that parents often have strong views regarding entitlement to services and therefore have high expectations. It is understandable that they may want to complain where their expectation isn't met.
GC/2587-15	Parent wanting to make a formal complaint regarding the behavior and attitude of the Social Worker. Felt that the Social Worker was raising her voice unnecessarily.	Staff Performance	Stage 1 Complaint	Children's Team	The Team Manager tried to contact the parent on several occasions to try and discuss her complaint. Unfortunately she was unable to get hold of her over the phone; the Senior Manager therefore sent a letter with a full explanation of the situation. The Team Manager has followed this up and understands that the parent is now working well with the Social Worker. The view of the Management Team is that it can be difficult to respond to these types of complaints as there will always be a difference of perspective between what the parent believed happened and the social workers reports.
GC/2640-15	Father contacted wanting to make a complaint against a Social Worker. Doesn't feel that he is being informed fully and the mother is. Also feels that the Social Worker doesn't view things from his point of view and feels that his children are suffering because of this.	Staff Performance	Stage 1 Complaint	Intake Team	The Team Manager contacted the father by phone, she listened to his concerns and discussed at length. The father understood that the Service is taking his view into account and was happy following the conversation. He did not wish to take his complaint further. The Service sent him a letter confirming the discussion by phone to close the complaint. The Management Team could see that this complaint highlights the importance of sharing information with both parents and the difficulties and challenges facing social workers when managing parents when they have separated and how this impacts on the children.
GC/3027-15	Parent wanted to make a formal complaint against a Social Worker. Didn't feel that the Social Worker was doing her job; felt her voice was very	Staff Performance	Stage 1	Team 16+	The Social Worker discussed the matter with the family. She explained that she is hard of hearing in one ear, this result in her raising her voice on occasions without realizing. Family was happy following this explanation and the complaint was resolved. The Management Team could see that communication is an

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	aggressive and that she raises her voice.				integral element to the work. Particularly in complex cases where individuals are anxious and may not agree with interventions.
GC/2917-15	This complaint was made through an advocate; the complainant was a young individual who was expecting a baby at any point. She wanted to make a complaint regarding a recent case conference; she was not informed by the Social Worker in due time of the date and time of the conference. Also the report was only made available to read an hour before the meeting.	Staff Performance Service Provision	Stage 1 Complaint	Children's Team	<p>As the complainant was in the late stages of pregnancy, the Team Manager said he would visit her once the baby was born to discuss her complaint. The Team Manager spoke with the complainant and found that she was happy and did not want to proceed with her complaint at all.</p> <p>The Team Manager sent a letter addressed to the complainant through the advocacy service confirming that we would close the complaint, but noting if in the future she would like to reopen her complaint the Team Manager is more than happy to visit her to discuss the matters with her directly.</p> <p>The Management Team could see the importance of ensuring that social workers are familiar with the AWCPP in relation to case conferencing, expectations and timescales and being aware of the impact of decisions being made upon individuals.</p>
GC/2741-15	Young Person wanted to make a complaint. He felt that he was constantly lie to regarding how long he had to wait before moving placement. He wanted the Social Workers to tell him the truth from the start.	Staff Performance	Stage 1	Children's Team	<p>Letter sent directly to the young person from the Senior Operational Manager giving him a full explanation to the situation. The letter noted that he is welcome to contact his Social Worker at any point if he had any questions.</p> <p>The Management Team could see the benefit of ensuring that CYP feel that they have an avenue to voice their concerns and ensuring that CYP are actively involved and engaged with all aspects of their care planning, whilst being realistic about what is possible.</p>
GC/2297-15	Young Person in care made a complaint through his advocate. He wanted to remain living in Gwynedd so he could promote contact with his family and friends in the area.	Service Provision	Stage 1	Children's Team	<p>A letter was sent to the young person through the advocate to explain the current situation. It was a very difficult situation and the Department had a duty to make a decision in the best interest of the individual. The Department was going to arrange for the Team Manager to go and visit the individual in placement; however the advocate contacted the Department stating that the young person was happy in the placement and did not wish to complain further. The complaint was therefore closed.</p> <p>The Management Team felt the role of the IRO is critical in ensuring that all parties are working towards the same goal and this could be seen in this case.</p>

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Adult, Health and Wellbeing Department					
GC/2531-15	Older Person wished to express his view that the home care service that he received from our In-House Provider was not up to the standard that he expected. As a result, a request was made to waive the charges for this service.	Staff Performance / Financial	Stage 1	Provider Unit / Income and Welfare Unit	Letter sent to the complainant by the Service Manager to explain the Department's view that the care he received was not sub-standard and that payment was due. The Customer Care Officer and a Senior Social Worker visited the complainant at his request to discuss the matter further. Full payment was received following the explanation given at the meeting.
GC/2734-15	Family of an Older Person made a complaint about an alleged accident that had occurred at the Older Person's home whilst a carer from the In-House Provider was in attendance. As a result of the incident, the Older Person was admitted to hospital for an extended period and is now a resident in a nursing home. Family are asking for the Older Person not to contribute financially towards the costs of his care at the nursing home as they believe that the Council is at fault and that he would still be at home had the incident not occurred.	Staff Performance	Stage 1	Provider Unit	The matter has been the subject of an investigation by the Council's Health and Safety Team and they have concluded that the exact circumstances of the incident cannot be established. Therefore, no liability for the incident can be accepted by the Council. Letter issued to the complainant to explain the Council's position.
GC/2939-15	The family of a Service User, who attends the Manton Workshop at Caernarfon, complained about the way that the Department chose to communicate the decision to close the current building to the families concerned.	Communication	Stage 1	Learning Disability Team (Adults)	Letter issued by the Head of Service to explain the circumstances surrounding bringing use of the Manton building to an end and to apologise for the way that the decision was communicated. A major review, and subsequent implementation, of the way that the Department consults stakeholders about major changes in service provision commenced and is currently ongoing.

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GC/2656-15	Older Person from South Meirionnydd wished to complain that an increase in the hours of home to be provided had not been implemented because of a lack of available timeslots arising from staff shortages.	Service Provision	Stage 1	Older People's Team / Commissioning	Letter issued by the Senior Business Manager to explain that home care provision was limited in the Older Person's geographical area and to ensure that her case had been given priority status.
GC/2977-15	Family member wished to complain on behalf of her parent about the assessment of needs carried out by the Enablement Officer. As a result of the assessment, it was decided that the parent did not meet the criteria for the installation of a stair lift, and that incorrect information had been provided about the qualifying conditions for Attendance Allowance.	Access to Services	Stage 1	Older People's Team	Letter issued by the Area Manager to explain how the Enablement Officer came to her decision about the current needs in her assessment. Also apologised for the incorrect information provided about the qualifying conditions for Attendance Allowance.
GC/2984-15	Family carer complained on behalf of an Older Person who had recently been at Plas Pengwaith for respite care. The carer discovered on the Older Person's return home that all her medication had not been administered to her whilst she was in respite care.	Service Quality	Stage 1	Residential and Day Care Services (Adults)	As the incident involved the procedures for administration of medication, a POVA investigation was instigated. The investigation recommended that the procedures involving the administration of medication to full-time residents and respite care users be reviewed and strengthened so that the chance of similar incidents occurring was diminished. A letter was issued by the Senior Practitioner to apologise for the incident and to explain that medication procedures had been reviewed and revised.