

Appendix 1

Community Care Stage 2 - 1 April 2017 – 30 March 2018

Table 1 Complaints Activity and Performance

Number of Stage 2 complaints	No. & % ack by target date	No. & % responded to by target date	No. & % upheld	No. & % satisfied with response	Number progressing to Complaints Review Committee/ SPSO
20 (2016/17)	20 (100%)	12 (71%)	3 (18%)	11 (55%)	3*
14 (2017/18)	12 (86%)	5 (36%)	6 (43%)	N/A	Unknown

* In addition to the 3 CRCs escalated from Stage 2 there were an additional 1 CRCs that we were directed to hold as a result of decisions from the SPSO.

Table 2 Teams involved

Team Concerned	Number of Stage 2 (2016/17)	Number of Stage 2 (2017/18)
SW Perth City	5	1
Learning Disabilities	5	1
Care at Home	2	0
Commissioned Care at Home	0	2
Finance Charging	2	1
SW Access Team	2	0
Community Mental Health Team	1	0
SW South/Finance Charging	1	0
Community Mental Health Team	1	0
SW North	0	2
Hospital Discharge Team	0	1
SW South	1	1
Comm Alarm	0	1
SW Perth City/ Finance Charging	1	0
Day Centres	0	1
CJS	0	3
Total	20	14

Table 3 What was the focus of the complaints?

	Employee	Service provision	Communication	Policy and procedure	Other	Equal
2016/17	2	16	0	2	0	0
2017/18	5	7	0	2	0	0

Community Care Complaints dealt with at Stage 1

In addition to the complaints dealt with at stage 2, between April 2017 and March 2018, we had 97 complaints that were dealt with at stage 1 primarily by the teams themselves and sometimes by the Customer Liaison Team. The main areas identified, which was reflected in the formal complaints data, concerned staff conduct / attitude and service users feeling that they received a poor quality or reduced service. Many of these issues were dealt with to the complainants' satisfaction when a member of staff made prompt contact and clarified the situation and also made an apology, where this was required.