

## CORPORATE COMPLAINTS IN CHILDREN AND YOUNG PEOPLE'S SERVICES

### Quarter Two – 1 July 2009 – 30 September 2009

APPENDIX 3

<b>No.</b>	<b>Service Area</b>	<b>Acknowledged Within 5 Working Days</b>	<b>Reference</b>	<b>Complaint Detail</b>	<b>Outcome</b>	<b>Concluded within 10 working day timescale</b>
1.	Safeguarding & Specialist Services (SaSS)	Yes	Not logged on CRM due to confidential nature	Lady complained about member of SaSS staff informing her employer (DCC) of safeguarding concerns that she felt related to her husband, not herself.	Not upheld. Staff member had carried out her role in accordance with the appropriate safeguarding procedures, as the complainant's work brings her into contact with children and young people.	No, but permission to extend agreed with complainant's solicitor.
2.	Access and Inclusion (A&I)	Yes? (CRM)	45395	A mother complained about the way an application for a bus pass for her son had been handled.	Upheld. The Council's IT systems meant that an incorrect address was held for the complainant which had affected the application. In addition, staff had not returned her phone calls.	Yes
3.	Achievement Services	Yes? (CRM)	45367	Lady complained about building works as part of the BSF programme. The situation had been ongoing between the complainant, school, DCC (BSF Director) and Carillion.	The complainant raised a lot of issues, a number of which were the responsibility of Carillion. However in the spirit of giving good customer service, an agreement was reached whereby Carillion will build a fence between the complainants' property and the school, funded from the BSF budget.	No – but the complainant was kept informed of progress, and she herself kept adding to her list of complaints
4.	A&I	Yes	To be logged on CRM	A mother complained that her son hadn't been given a bus pass to her school of choice (a Catholic school) - she wasn't happy that she'd been asked to provide specific evidence of their faith.	Not upheld. This was dealt with as a complaint about the way the application for transport was handled; it was found that the appropriate procedures had been followed correctly.	Yes
5.	Achievement Services	Yes	To be logged on CRM	Citizens complained that the consultation process for the siting of the new Consett Academy had not been properly followed.	Not upheld. It was found that the proper consultation process had been robustly followed.	Yes

**CORPORATE COMPLAINTS IN CHILDREN AND YOUNG PEOPLE'S SERVICES**  
**Quarter Two – 1 July 2009 – 30 September 2009**

---

<b>No.</b>	<b>Service Area</b>	<b>Acknowledged Within 5 Working Days</b>	<b>Reference</b>	<b>Complaint Detail</b>	<b>Outcome</b>	<b>Concluded within 10 working day timescale</b>
6.	A&I and school	Yes		Parents of a disabled child complained that works to enable the child to access her new secondary school, which were agreed in February, had not been completed when she started at the school in September.	Upheld. The main reason for the delay had been some Health and Safety concerns regarding portable ramps. It was concluded that not enough communication had taken place between all the parties involved, and an apology was given by the Head of Learning Support Service. The parents feel that an apology should have come from a more senior member of staff and have now taken their complaint to the Ombudsman.	Yes
7.	Finance Services	Yes?(CRM)		A father complained on behalf of his student son, regarding incorrect details held by the Student Loans Company; and when he had complained via the Helpdesk, the complaint did not appear to have been passed on.	Not upheld. The complainant was informed that the correct details had in fact been given to the Student Loans Company; it was not known why the Helpdesk message did not appear to have been passed on but the Student Support Team would have been happy to have spoken to the complainant directly at the Helpdesk.	Yes
8.	A&I	Yes? (CRM)	45965	A mother complained that her son with learning disabilities had been refused transport to school; and that she'd been advised to 'contact Social Services' (which can have a negative connotation for service users)	Not upheld. The issue regarding transport could not be actioned as a complaint; however it was found that the mother had lodged an appeal which had been successful. An apology was offered for any distress regarding the advice about social services – what was meant was the Disabled Children and Families team, and there had been no intention of anything negative.	Yes
9.	A&I	Yes	9008465	A father complained about the decision not to allocate transport to school for his children and other families in the same community.	Ongoing, this is now being dealt with at <b>Stage 2</b> following intervention from the Ombudsman.	Yes

**CORPORATE COMPLAINTS IN CHILDREN AND YOUNG PEOPLE'S SERVICES**  
**Quarter Two – 1 July 2009 – 30 September 2009**

<b>No.</b>	<b>Service Area</b>	<b>Acknowledged Within 5 Working Days</b>	<b>Reference</b>	<b>Complaint Detail</b>	<b>Outcome</b>	<b>Concluded within 10 working day timescale</b>
10.	A&I and school	Yes	To be logged on CRM	A mother complained about a delay in referring her son for an assessment of specific learning difficulties.	Upheld. It was agreed that there had been an unacceptable delay and actions are in place to prevent future recurrences and to ensure that reasons for any delays are communicated to families.	Yes
11.	A&I	Yes	To be logged on CRM	The mother of a young person who attends the Pupil Referral Unit complained that the school had not given her son the correct exam dates, resulting in him being on holiday when there was a science exam.	Not upheld. The boy had missed one exam but had still gained a GCSE grade due to the course being modular. It was found that exam dates <i>had</i> been circulated to parents; and the school did not know the boy was going to be on holiday in term time as no permission had been sought.	No, but complainant was advised immediately of reason – PRU closed for summer
12.	SaSS	Yes	To be logged on CRM	A citizen complained about the unprofessional attitude and work of his friends' children's' Social Worker.	The complaint was in 4 parts; 3 were not upheld and 1 was partially upheld (that it was difficult for him to make his complaint.) Although about social care services, this was taken through the corporate procedure as it was considered to be a complaint about a staff member, and the complainant did not fulfil the criteria for making a statutory complaint.	No
13.	A&I	Yes	To be logged on CRM	Parents complained about the decision not to provide transport to their son to their school of choice.	This couldn't be taken through a complaints process as the complaint was about the decision reached, which is subject to an Appeal Process. However the complainant was given a further explanation of the reasons behind the decision.	No (12 working days)
14.	Achievement Services		43537	A lady complained that she had been given misleading advice regarding taking a course to become a Teaching Assistant.	Not upheld. The lady could not recall who/where in the Council the advice had come from, and no record of this could be found. However, the lady was offered some information to help her to move her career forward.	No due to the absence on holiday of a senior manager whose input to the investigation was

**CORPORATE COMPLAINTS IN CHILDREN AND YOUNG PEOPLE'S SERVICES**  
**Quarter Two – 1 July 2009 – 30 September 2009**

						required
<b>No.</b>	<b>Service Area</b>	<b>Acknowledged Within 5 Working Days</b>	<b>Reference</b>	<b>Complaint Detail</b>	<b>Outcome</b>	<b>Concluded within 10 working day timescale</b>
15.	Education in the Community (EiC)	Yes? (CRM)	46164	<p>A citizen complained that art equipment he had loaned to the LEA in 1977, for use by school pupils, appeared to have disappeared now he wants them back (for sentimental reasons).</p> <p>Note: there was involvement of an Adult Education Tutor (not a direct employee of DCC) and a Youth Worker; EiC is in the process of being split between AWb&amp;H and CYPS</p>	Ongoing. It appears that the complainant was offered a number of opportunities last year to collect his equipment, but failed to do so. The building where it was held is now a youth centre and a decision was taken to sell all surplus equipment (with profits going to the youth club) and dispose of the remainder. Efforts have been made to trace the complainants' item which had apparently been sold, but this has not proved to be possible. A compensation claim may ensue.	
16.	Finance Services	Yes? (CRM)	46221	A student complained that he had not been advised of dates and amounts regarding his Student Loan application	Not upheld. The student had not supplied the required information so it had not been possible to provide the information; this has now been resolved.	Yes
17.	Strategic Commissioning	Yes		Complaint from a company about the robustness of the procurement process, as they had not been commissioned to provide a service that they (and others) had tendered for	Not upheld. This complaint was taken directly to <b>Stage 2</b> of the process where it was independently investigated by Legal Services, who found that the procurement process was robust and had been properly followed.	Yes