

Appendix C – Complaints for Children’s Services and Education registered under the Corporate Complaints process – 2021-22

Children Social Care Corporate Complaints 2021/22

Corporate complaints for Children’s Social Care are generally from parents or foster carers about matters that do not affect the child and are not eligible for the statutory process.

There were **13** complaints received that followed the corporate process in 2021/22

Team	Number Received	Informal or Withdrawn	Not Upheld	Partially Upheld	Upheld	Complaint Descriptions
Assessment Team	2	0	1	1	0	<ul style="list-style-type: none"> • Alleged Breach of Confidentiality • Failure to notify of Case Closure
0-25 Team	1	0	0	1	0	<ul style="list-style-type: none"> • Poor Communication with parent
Children in Care	1	0	1	0	0	<ul style="list-style-type: none"> • Alleged breach of confidentiality
Fostering	5	1	0	2	2	<ul style="list-style-type: none"> • Concerns about fostering application process • Lack of Support • Delays in Expenses payment
Family Safeguarding	2	0	1	1	0	<ul style="list-style-type: none"> • Unhappy with Social Worker conduct
Safeguarding	2	0	2	0	0	<ul style="list-style-type: none"> • Unhappy with lack of consultation

All these complaints were resolved without escalation to the second stage of the council’s corporate complaints process.

Education Complaints following the Corporate process 2021/22

The council are not responsible for complaints made about schools. Schools have their own complaints process and parents can also raise concerns with Ofsted. Also, many Education services have statutory appeals processes which require the complainant to use that process rather than making a complaint. This includes EHCP appeals, School Admission Appeals etc. Issues that arise for parents that do not carry a right of appeal can be considered under the corporate complaints process.

SEN service Complaints

Special Educational Needs (SEN) service is displayed in a separate table with data provided about outcomes to these complaints

The SEN service received **16** complaints in 2021-22.

Corporate Complaints for SEN service 2021-22				
Outcome of Stage 1 complaint	Volumes	Escalation Requested	Actions following Escalation	Service Improvements Identified/Action taken
Upheld	3	2	Meeting held/further response issued	<ul style="list-style-type: none">• Implementation of Annual Review Action Plan• Apology for delay in issuing plan• Apology for not keeping parent updated whilst her child was out of school
Partially Upheld	7	0	Not Applicable	<ul style="list-style-type: none">• Apology issued for communication delays – several cases• Agreement to hold child back a school year
Not Upheld	6	2	Remained the same	

All these complaints were resolved without escalation to the second stage of the council's corporate complaints process.

Education Complaints (non-SEN teams) received in 2021-22

There were only 9 complaints received for the remaining Education teams as follows

Team	Number Received	Informal or Withdrawn	Not Upheld	Partially Upheld	Upheld	Complaint Descriptions
Admissions	1	0	1	0	0	<ul style="list-style-type: none"> Parent unhappy with Admissions decision process
Attendance	2	0	1	0	1	<ul style="list-style-type: none"> Disputing reason for non-attendance Dispute over payment of non-attendance fine
Family Information service (FIS)	1	0	0	0	1	<ul style="list-style-type: none"> Concerns about lack of checks on services eligible to be part of Local Offer
School Finance	1	0	1	0	0	<ul style="list-style-type: none"> Unhappy with school holiday food vouchers offered by college during pandemic
School Transport	4	0	1	1	2	<ul style="list-style-type: none"> Unhappy with escort service Delays in transport allocation Delays in responding to correspondence

All of these complaints were resolved without escalation.

LGSCO Decisions

During 2021/22 there was a judgement received from the Ombudsman about the Special Educational Needs Service. This was a complaint that was registered in the previous year, was not resolved by the council, and escalated to the Ombudsman. The Ombudsman made its finding in 2021/22 and it Upheld the complaint against the council and the recommendations included paying the family compensation for the use of the young person to spend on education they missed, requiring the SEN service to implement an action plan to ensure EHCPs are being produced to statutory timescales and improve its record keeping.

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