

Appendix A - ASC Escalated Complaints Outcomes 2021-22

Dept/Service	Description	First Outcome	Formal Action taken	Service Improvements	Escalation Outcome	Action taken following Escalation	Further Service Improvements
Financial Assessment	Alleging conflicting information regarding financial assistance which has led to a large bill that complainant cannot repay.	Not held			Partially upheld	Apology for hurt and offence caused. Requested further information and will undertake a full re-assessment.	
Adult Early Help Team	Unhappy that a request to the Adult Early Help Team to add personal care to the care plan was not actioned and when queried they advised that the original request could not be evidenced.	Partially upheld	Apology for confusion		Partially upheld	Need to be very clear about who is handling all enquiries and how these are progressing.	
Care and Repair	Unhappy that they are being told they are not eligible for a Disabled Facility Grant.	Partially upheld	Apology that they were not provided with clearer information.		Not upheld		
0-25 Team	Unhappy with the delays in receiving Speech and Language therapy.	Partially Upheld	Apology	Reminder to staff about timely communication	Partially upheld	Apology	1.Implement process where person who referral is for is advised when therapy is agreed and placed on waitlist etc 2.Regular viewing of waitlists.
Contracts & Care Providers	Unhappy with care company handling of complaints about their staff and safeguarding officers handling of their call.	Partially upheld	Apology carer not wearing full and proper uniform.		Partially upheld	Acknowledged that a customer should not feel intimidated and confirmed that broken goods were replaced. Advised to make complaints direct to agency.	
Reablement	Unhappy that Reablement refused personal care assistance following hospital discharge.	Partially upheld			Upheld	Apology original complaint was not understood. Compensation paid for failure to provide assessment of need.	Reablement Specification reminded to appropriate staff and public information about the service enhanced
Contracts & Care Providers	Unhappy with care provided by Care Agency and changes to hours.	Partially upheld	Care provider has confirmed no alteration to care timings without family's agreement.		Partially Upheld	Change of Provider at Customers request.	

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