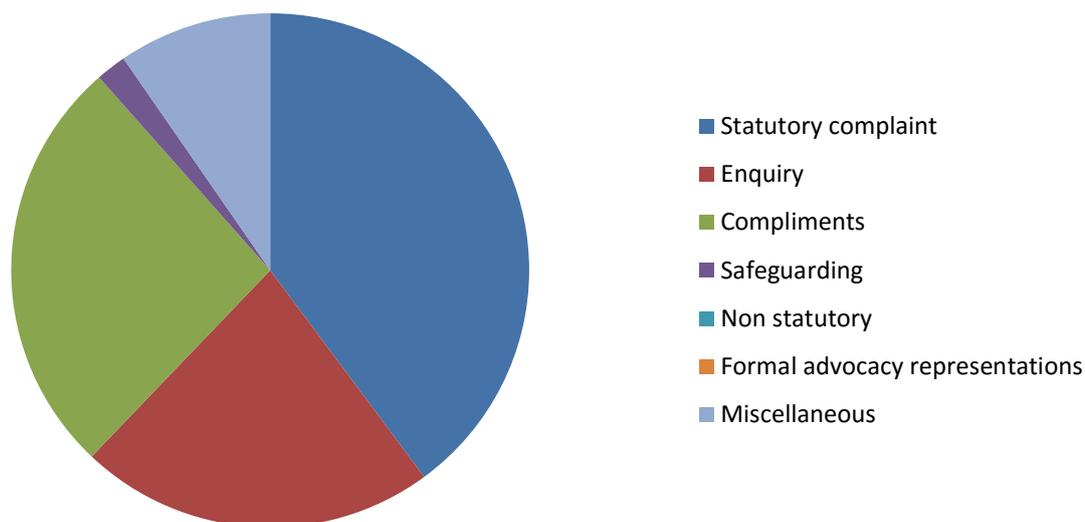


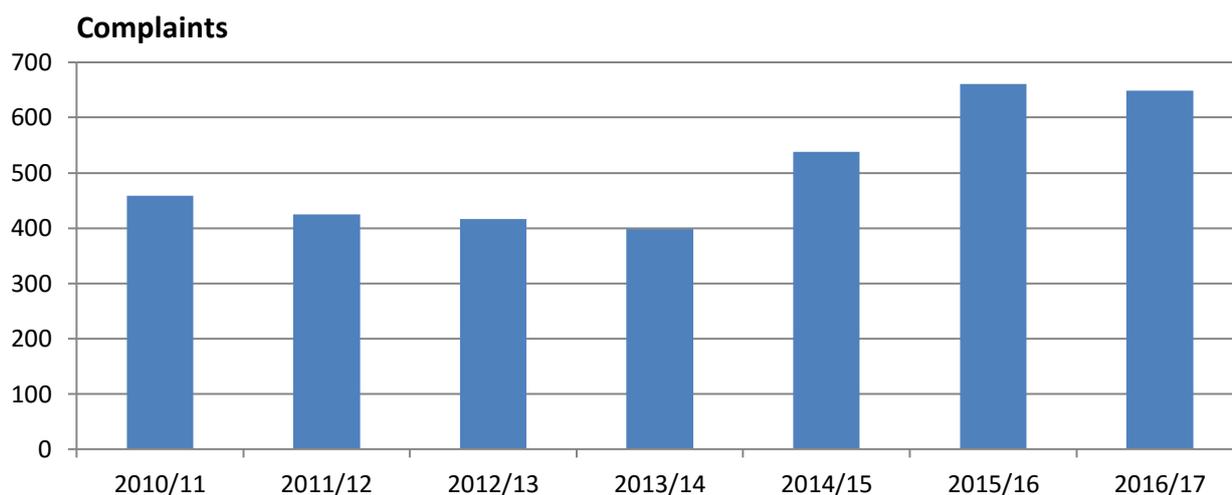
Complaints and enquiries received 1.4.16 to 31.3.17

1. Number of complaints received

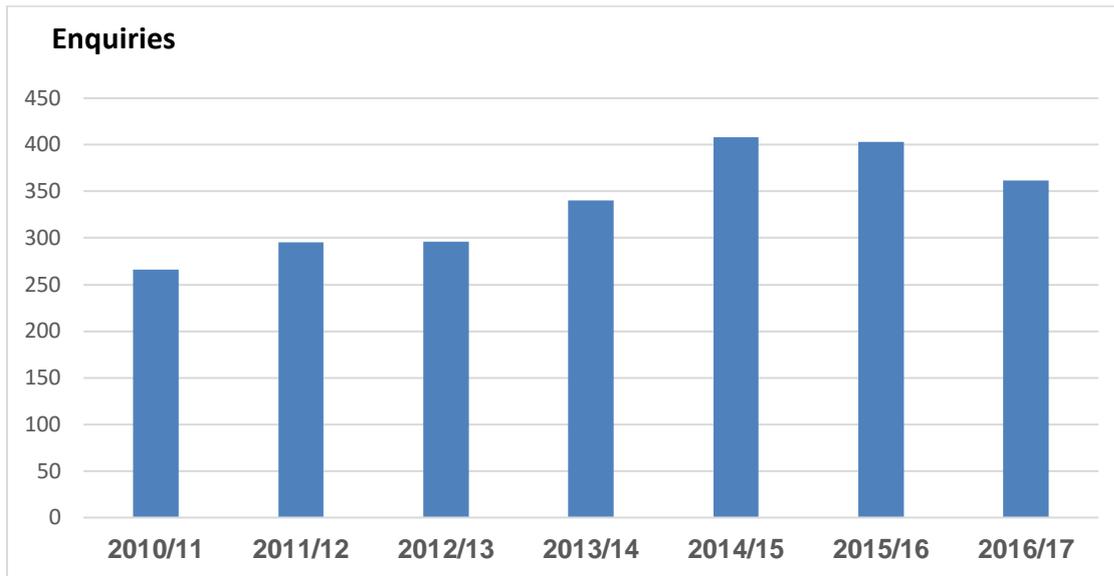


Statutory complaint	649
Enquiry	362
Compliments	430
Safeguarding	31
Non statutory	0
Formal advocacy representations	0
Miscellaneous	156

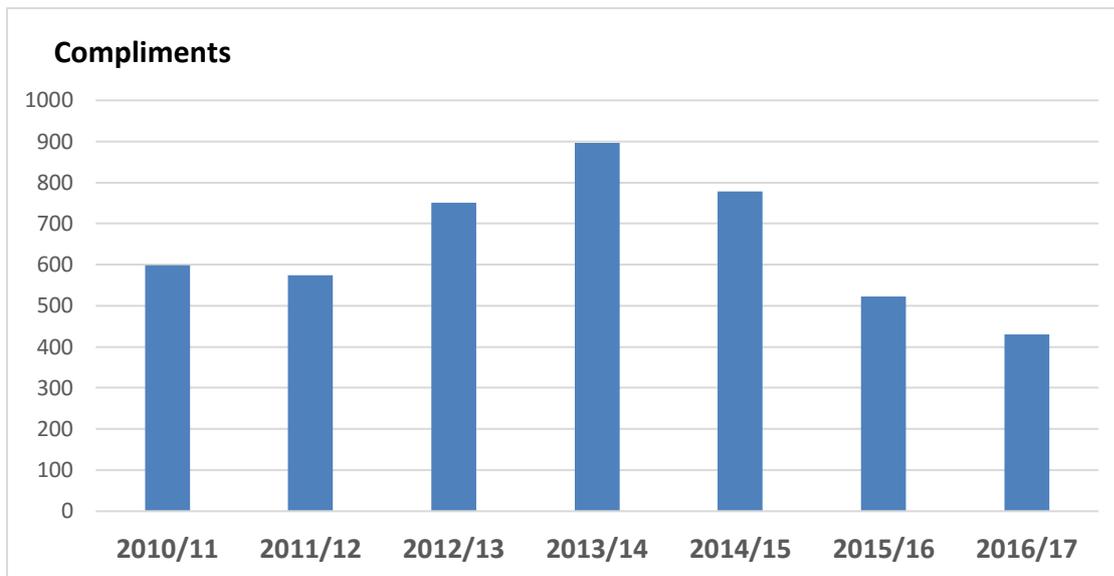
2. Comparisons with previous years



	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Complaints	459	425	417	398	538	662	649

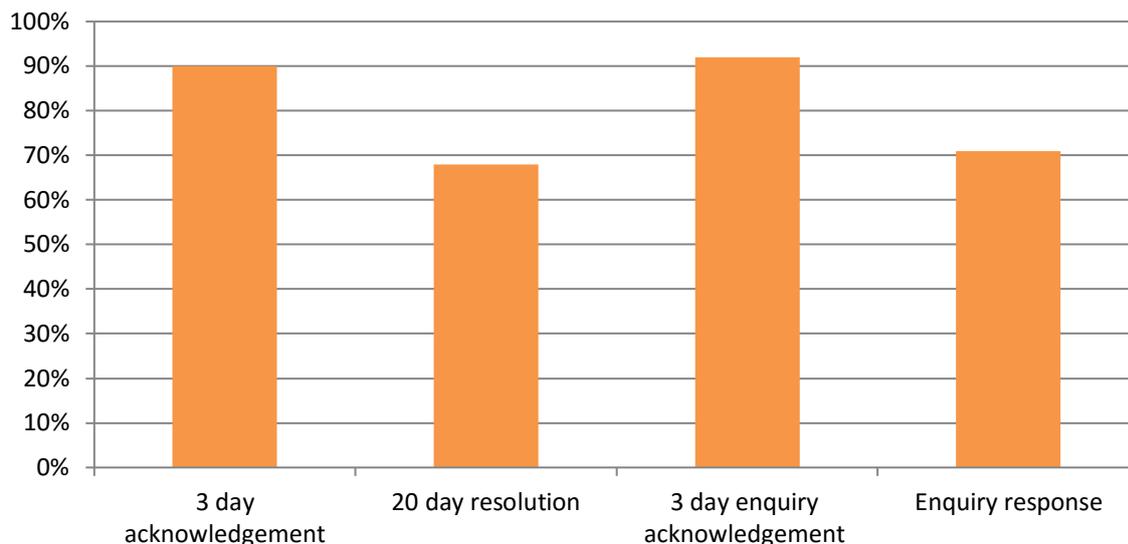


	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Enquiries	266	295	296	340	408	403	362



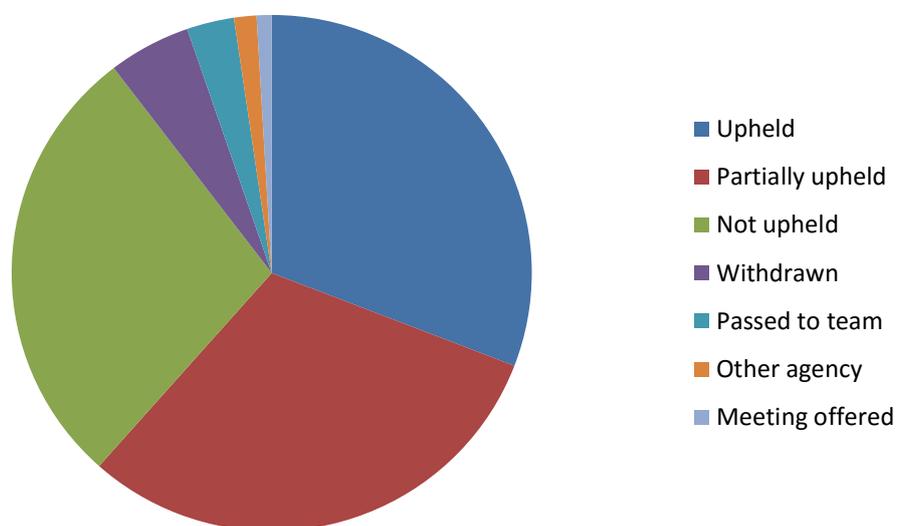
	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Compliments	598	575	750	896	778	523	430

3. Timescale for responding to complaints and enquiries



3 day acknowledgement	90%
20 day resolution	68%
3 day enquiry acknowledgement	92%
Enquiry response	71%

4. Complaints outcomes



Complaints outcome	
Upheld	199
Partially upheld	198
Not upheld	181
Withdrawn	33
Passed to team	19
Other agency	9
Meeting offered	6

5. Subject of complaint

Subject	Complaint	Enquiry
Communication	345	48
Disputed decision	281	118
Behaviour	233	25
Delay	119	75
Charging dispute	102	20
Quality of care	100	23
Information request	66	87
Service not meeting needs	42	20
Request for service	33	81
Data protection	15	1
Safeguarding process	11	6
Claim for compensation	9	0
Service reduced	9	5
Eligibility not met	8	4
Lack of provision external service	8	17
Backdate charging dispute	4	2
Funding (organisations)	4	19
Lack of cover for absence	4	0
Change of service	3	0
Failure to deliver service	2	3
Closure	1	3

(complaints and enquiries may have more than one subject)

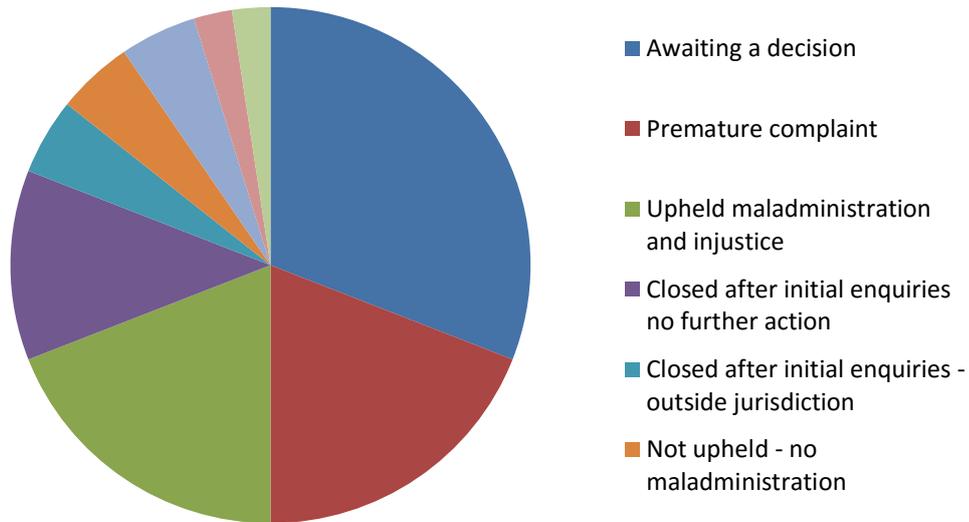
6. Service involved in Complaint and Enquiry

	Complaint	Enquiry
Access to services	7	14
ARMS	4	5
Assessment	91	61
Autistic Spectrum Condition	2	1
Benefits Team	1	0
Best Interests	9	0
Blue Badges	10	12
Carers Assessments	3	0
Case/care management	219	45
Central Duty Team	1	
CFAO	2	0
Charging	85	20
Continuing Health Care	10	4
County Placements Service	9	4
Debt Recovery	10	2
Direct Payments	23	7
DOLS and MCA	5	0

Eligibility	3	1
Equipment and Adaptations	33	29
External Providers	147	81
Financial Assessment	34	18
Hospital Discharge	19	11
Housing	6	18
In House Day Care	13	5
In House Residential	8	8
Information, Advice ,Guidance	7	23
Integrated Care Centre	12	1
Kent Enablement at Home	36	6
Kent Pathways Service	2	0
Kent Supported Assistance Service	1	3
Out of Hours	3	0
Payments (to providers)	9	5
Policy	0	6
Protection of Property	2	0
Respite Care	10	1
Review	3	0
Safeguarding	16	7
Sensory/KAB/Hi Kent	0	2
Shared Lives	1	2
Supported Living	3	1
Supporting People	0	2
Telecare	1	0
Tendering	1	0
Transition	4	2
Transport	3	3
Total	868	410

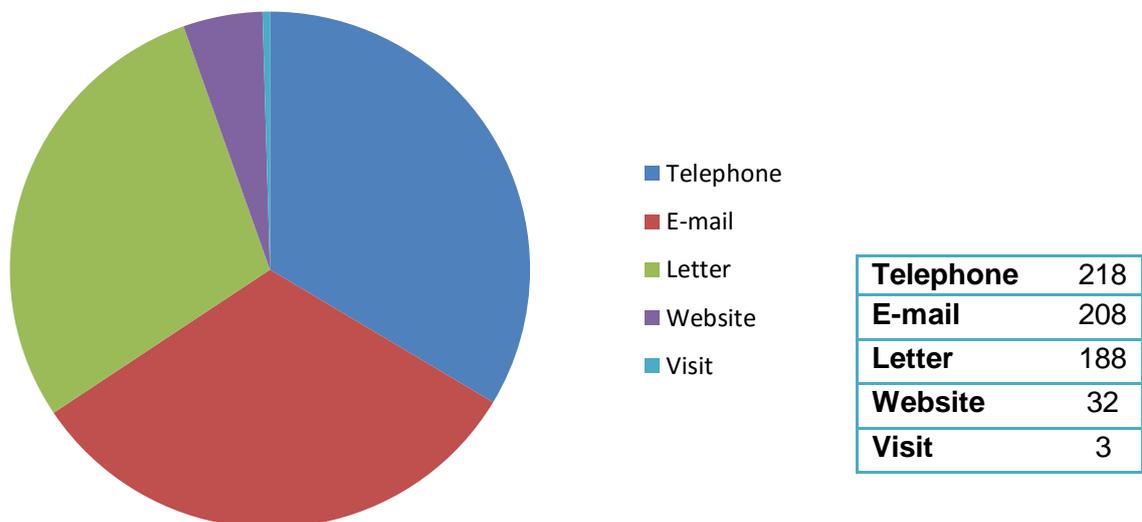
(complaints and enquiries may relate to more than one service)

6. Referrals to Local Government Ombudsman

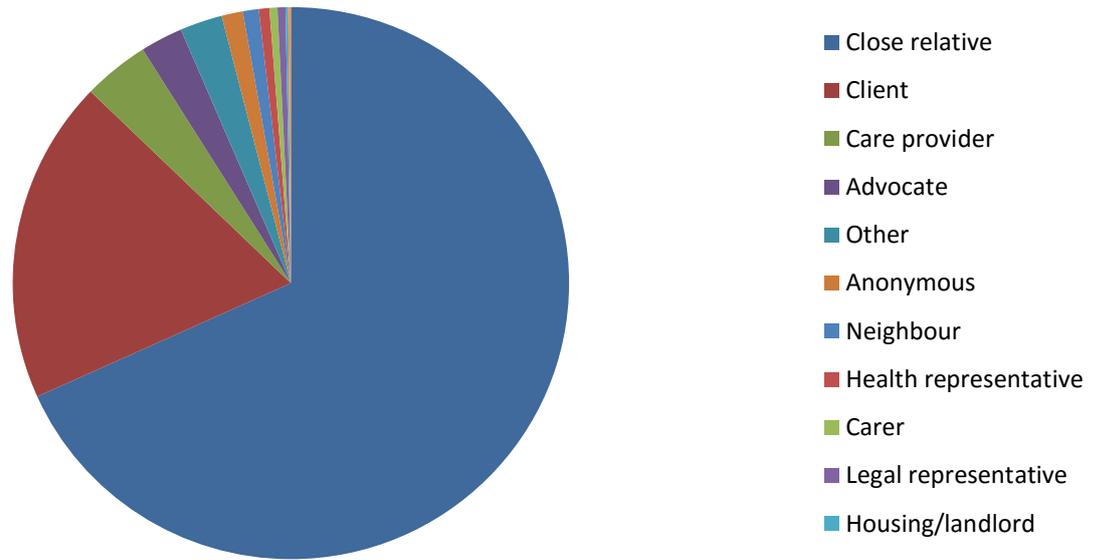


Referrals to Local Government Ombudsman	
Awaiting a decision	13
Premature complaint	8
Upheld maladministration and injustice	8
Closed after initial enquiries no further action	5
Closed after initial enquiries - outside jurisdiction	2
Not upheld - no maladministration	2
Upheld - no further action	2
Not upheld - no further action	1
Upheld maladministration no injustice	1

7. Complaints contact method

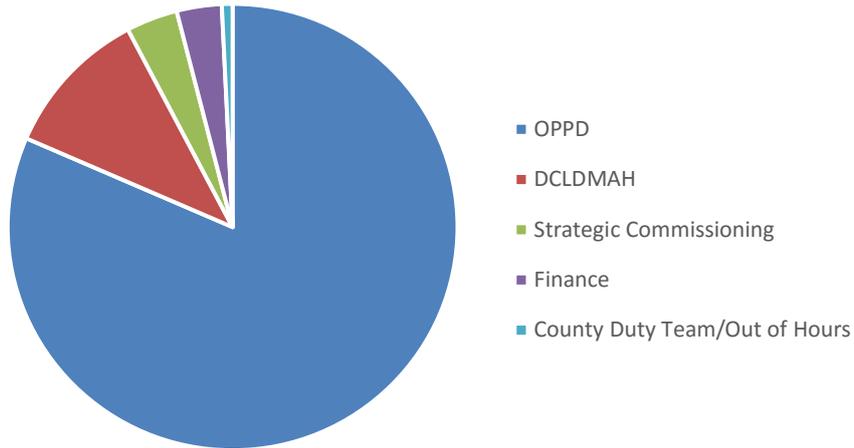


8. Originators of complaints



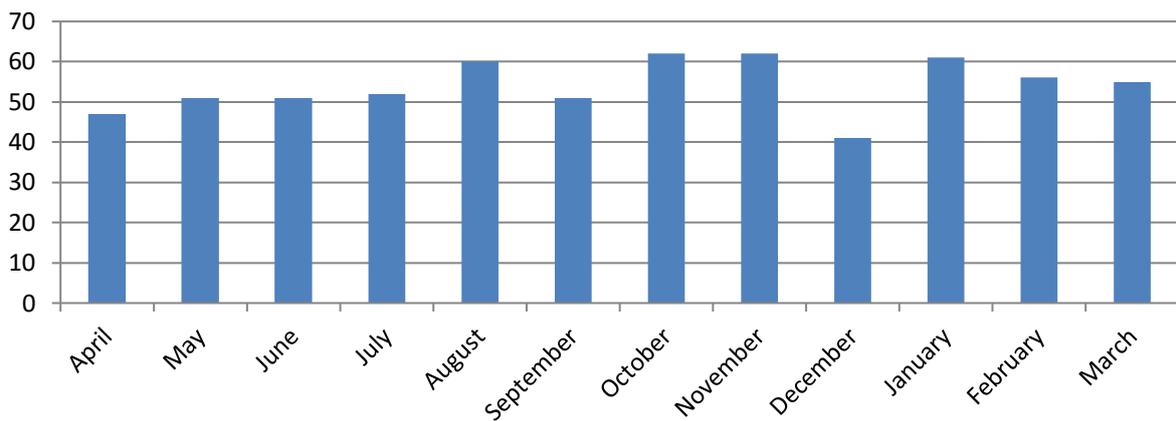
Originators of complaints	
Close relative	443
Client	123
Care provider	25
Advocate	16
Other	16
Anonymous	8
Neighbour	6
Health representative	4
Carer	3
Legal representative	3
Housing/landlord	1
Other local authority	1

9. Division



OPPD	529	Strategic Commissioning	24	County Duty/Out of Hours	5
DCLDMAH	70	Finance	21		

10. Complaints received by month



April	47
May	51
June	51
July	52
August	60
September	51
October	62
November	62
December	41
January	61
February	56
March	55