

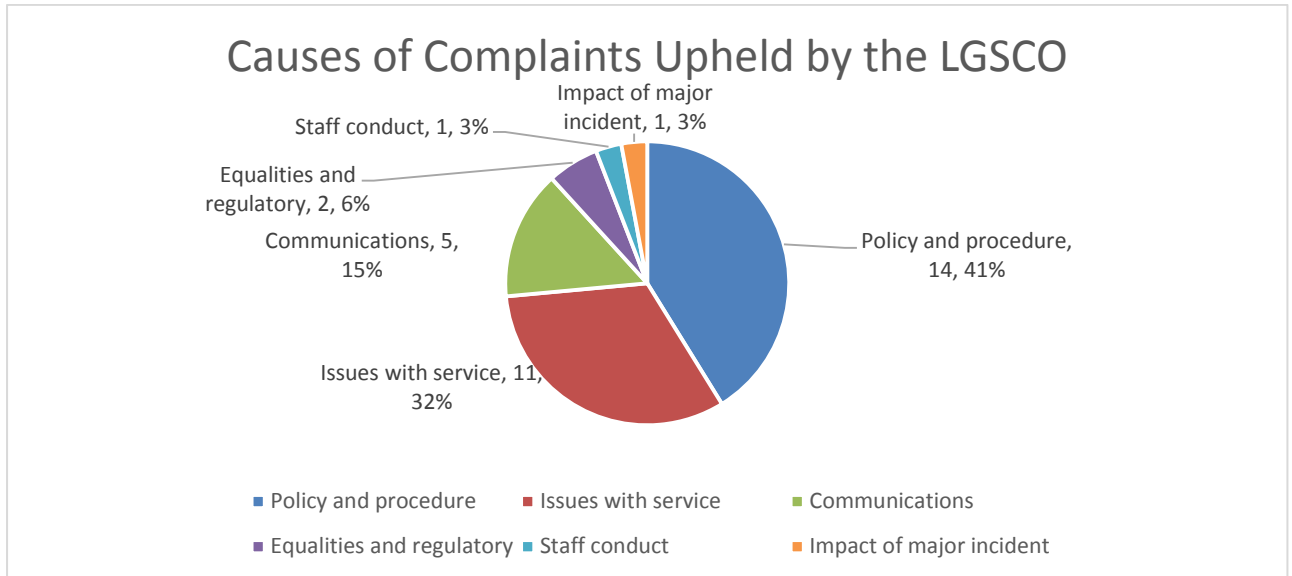
**Local Government and Social Care Ombudsman information
for Annual Complaints Report 2021/22**

Kent Adult Social Care and Health completed a total of 62 complaints which were escalated to the Local Government and Social Care Ombudsman (LGSCO) in 2021-22. Of these, 17 were closed following initial enquiries as no further action or because the complaint fell outside of the LGSCO's jurisdiction, and four were referred for local resolution as they had not previously been through the Council's own complaints process. A further 17 cases were closed with an outcome of Not Upheld, and 23 complaints assessed by the LGSCO were found to be Upheld.

Appendix 5

Division	County Services	County Provision	Business Delivery Unit	Children Young People and Education	Ashford and Canterbury	Thanet and South Kent Coast	Finance	Strategic Commissioning	North Kent	West Kent	Total
Closed after initial enquiries - no further action	0	0	4	1	2	2	0	1	0	1	11
Closed after initial enquiries - out of jurisdiction	2	1	1	0	0	0	0	0	2	2	8
Not upheld: No further action	0	0	0	0	0	0	0	0	0	1	1
Not upheld: No Maladministration	3	0	2	0	2	2	2	1	2	1	15
Referred back for local resolution	0	0	1	0	0	1	0	1	0	1	4
Report issued: Upheld; maladministration and injustice	1	0	0	0	0	0	0	0	0	0	1
Upheld: Maladministration and Injustice	0	1	1	2	3	2	0	0	1	6	16
Upheld: Maladministration, No Injustice	0	0	0	0	0	1	0	0	0	0	1
Upheld: No further action	0	0	0	1	2	0	0	1	1	0	5
Total	6	2	9	4	9	8	2	4	6	12	62

Appendix 5



Problem category	Upheld cases
Policy and procedure	14
Issues with service	11
Communications	5
Equalities and regulatory	2
Staff conduct	1
Impact of major incident	1
Total	34

*Some complaints have multiple problem categories.