

Complaints, Enquiries and Merits Received Between 1 April 2008 and 31 March 2009

Number of Records Received by Type

1 April 2008 to 31 March 2009

Type of Record	Number	%
Enquiry	198	19.4
Merit	463	45.4
Non Statutory Complaint	62	6.1
Statutory complaint	297	29.1
Total	1, 020	100%

Number of Statutory Complaints by Originator

Originator	Number	%
Advocate	10	3.4
Anonymous	-	-
Carer	6	2.0
Close Relative	198	66.7
Central Government Dept	-	-
Client	70	23.6
Contractor	2	0.7
County Councillor	2	0.7
Health Representative	1	0.3
Homeowner		0.0
Housing Association/Landlord	1	0.3
Investigator	-	-
Legal Representative	-	-
MP	1	0.3
Neighbour/client/establishment	1	0.3
Ombudsman	-	-
Other	2	0.7
Other Kent County Council Directorate	-	-
Other Local Authority	2	0.7
Police	-	-
Religious Body	-	-
Service Provider	1	0.3
Staff	-	-
Voluntary Organisation	-	-
Total	297	100%

Comparison between 2007/08 and 2008/09

Type of Record	2007/08	2008/09
Enquiry	264	198
Merit	455	463
Non Statutory complaint	51	62
Statutory complaint	295	297
Total	1, 065	1, 020

Number of Records by Contact Method

(For complaints, enquiries and merits received between 1 April 2008 and 31 March 2009)

Contact Method	Number	%
E-mail	112	11.0
Fax	3	0.3
Letter	801	78.5
Other	2	0.2
Telephone	90	8.8
Text	-	-
Visit	5	0.5
Website	7	0.7
Total	1,020	100%

Statutory Complaints by Subject

1 April 2008 to 31 March 2009

Subject	Number	%
Adult Protection	6	1.3
Allegation of Racism	-	-
Application of Eligibility/Assessment Criteria	1	0.2
Assessment/Review	22	4.9
Behaviour of Staff	83	18.8
Carers Assessment	-	-
Change/Closure	6	1.4
Claim for Compensation	2	0.4
Communication Difficulties	35	7.9
Delay in Decision Making	3	0.7
Delay in Provision of Service	22	4.9
Direct Payment	7	1.6
Disputed Decision	75	16.9
Diversity Issues	-	-
External Service	62	14.0
Financial Assessment	12	2.7
Funding Voluntary Organisations	-	-
Housing	-	-
Impact of Application of Policy	9	2.0
In-house Service	15	3.4
Incorrect Billing	13	2.9
Lack of Information	18	4.0
Meal Service	1	0.2
More Service Wanted	9	2.0
Non Delivery of Service	8	1.8
Ombudsman Enquiry	1	0.2
Other/Unknown	4	0.9
Personal Information	6	1.4
Problems contacting Adult Services	-	-
Publicity/Information	1	0.2
Request for Service	10	2.2
Resource Issue	2	0.4
Transport	12	2.7
Total	445	100%

(Some people complain about more than one issue, therefore the total adds up to more than the total number of complaints)

Statutory Complaints by Service

1 April 2008 to 31 March 2009

Service Area	Number	%
Contracting	14	5.0
County Benefits	1	0.3
County Duty Service	1	0.3
Customer Care	-	
Direct Payments	-	
Finance	19	6.4
Gypsy Unit	-	-
Hospitals	10	3.0
Learning Disability	44	15.0
Learning Disability Policy	-	-
Management Support	-	-
Mental Health	3	1.0
Older People	133	45.0
OT and Sensory Loss:	29	9.7
Out of Hours	-	-
Physical Disability	8	2.7
Planning	3	1.0
Specialist Services	30	10.0
Telecare	1	0.3
Telehealth		
Voluntary Escorts	1	0.3
Total	297	100%

Complaints in respect of Supporting People are dealt with directly by the team and are not reflected in this report as they are not part of the statutory framework.

Complaints by Ethnic Origin

Ethnicity	Number	%
African	-	-
Any Other Ethnic Group	-	-
Asian Other	1	0.3
Bangladeshi	-	-
Black Other	-	-
Chinese	-	-
Indian	5	1.8
Information Declined	-	-
Mixed Other	1	0.3
Not Known	17	5.8
Pakistani	-	-
White and Asian	1	0.3
White and Black African	-	-
White and Black Caribbean	-	-
White British	268	90.2
White Irish	-	-
White Other	4	1.3
Total	297	100%

Outcome of complaints at Stage One

1 April 2008 to 31 March 2009

Outcome	Number
Advice	9
Apology	102
Complaint Withdrawn	7
Explanation	215
Financial Adjustment	10
Financial Settlement	4
Issue Resolved	12
No Reply Sent	3
Other	5
Other Agency Issue	15
Other ASD Procedural Issue	15
Policy Changes	0
Policy Issue Raised	1
Service Changes	6
Total	404

(There can be more than one outcome for a complaint, therefore the total will not match the number of complaints received)

Comparison between Areas

1 April 2008 to 31 March 2009

Area	Number of Statutory Complaints
East Kent	155
West Kent	141
HQ	1
Total	297