

Appendix 3

Corrective actions and improvements/lessons learnt for Annual Complaints Report 2021/22

Action	Total	%
Change or review communications	125	18
Arrange staff training or guidance	123	18
Formal apology	118	17
Discuss at team meeting	106	15
Financial remedy	68	10
Change or review policy or procedure	31	4
Change or review service	27	4
Review contract or partner arrangements	25	4
Provided service requested	22	3
Performance management - staff member	16	2
Explanation	14	2
Policy change/review	11	2
Reassessment/Rehearing	4	1
Procedure change	3	0
Advice	2	0
Supervision discussion	1	0
Total	696	

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Corrective actions by Division 2021-22

Action	County Services	County Provision	Misc	Business Delivery Unit	Children Young People and	Ashford and Canterbury	Thanet and Count Kent Coast	Finance	Strategic Commissioning	Strategic Safeguarding Practice and Quality Assurance	North Kent	West Kent	Total
Arrange staff training or guidance	9	8	2	11	6	23	18	2	2	1	16	16	114
Change or review communications	6	12	0	3	9	21	22	4	5	0	16	16	114
Change or review policy or procedure	2	1	0	2	4	5	7	3	1	0	2	1	28
Change or review service	3	0	0	4	1	3	3	1	3	0	3	3	24
Discuss at team meeting	6	9	0	10	8	21	14	0	2	0	20	11	101
Explanation	1	0	0	1	1	0	1	1	1	0	1	2	9
Financial remedy	7	0	0	5	8	6	2	5	0	0	7	4	44
Formal apology	8	8	1	12	2	12	16	8	6	0	7	20	100
Performance management - staff member	1	1	0	0	0	1	4	0	1	0	4	5	17

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Policy change/review	1	0	0	1	1	0	3	0	2	0	0	0	8
Procedure change	0	0	0	2	0	0	0	0	0	0	0	1	3
Provided service requested	1	2	0	3	0	5	0	1	0	0	4	3	19
Reassessment/Rehearing	0	0	0	0	1	0	2	0	0	0	0	0	3
Review contract or partner arrangements	2	0	0	6	0	4	2	0	1	0	4	1	20
Total	47	41	3	60	41	101	94	25	24	1	84	83	604

The Council has paid a total of £147,416 in financial remedies in 2021-22. Including £6779 in goodwill payments to recognise the distress and inconvenience to complainants.

Many of the corrective actions recorded relate to communications, for example in respect of delays or in the accuracy and quality of communications experienced by service users, their representatives, and other agencies.