

Complaints and Enquiries received 1.4.15- 31.3.16

Number received	
Statutory Complaint	659
Enquiry	403
Compliments	523
Safeguarding	26
Non statutory	3
Formal Advocacy Representations	3
Total	1617

Comparison with previous years						
	2010-11	2011-12	2012-13	2013-14	2014-15	2015-16
Complaints	459	425	417	398	538	662
Enquiries	266	295	296	340	408	403
Compliments	598	575	750	896	778	523
Total	1323	1295	1463	1634	1724	1591

Time scales for responding to complaints and enquiries				
	Total done	Average Time	Done within Standard	Percentage done within standard.
3 Day Acknowledgement	662	1	610	92%
20 Day resolution	597	24	412	69%
3 Day Enquiry acknowledgement	403	1	362	89%
Enquiry Response	403	18	254	63%

Complaints Outcomes		
Meeting offered	4	0.6%
Not upheld	198	30.2%
Partially upheld	151	23%
Upheld	222	33.8%
Withdrawn	29	4.5%
Other agency	2	0.3%
Passed to team	50	7.7%
Total	656	

Subject of Complaint.		
Subject	Complaints	Enquiry
Backdate charging dispute	2	0
Behaviour	239	50
Change of service	6	2
Charging dispute	114	24
Claim for compensation	3	0
Closure	3	6
Communication	494	95
Data Protection	2	6
Delay	181	77
Disputed Decision	281	125
Eligibility Not Met	7	9
Failure to deliver service	5	1
Funding (Organisations)	2	20
Information request	65	131
Lack of cover for absence	2	1
Lack of Provision External service	4	12
Quality of Care	88	35
Request for service	40	82
Safeguarding process	14	4
Service not meeting needs	65	34
Service reduced	9	1
Total	1630	712

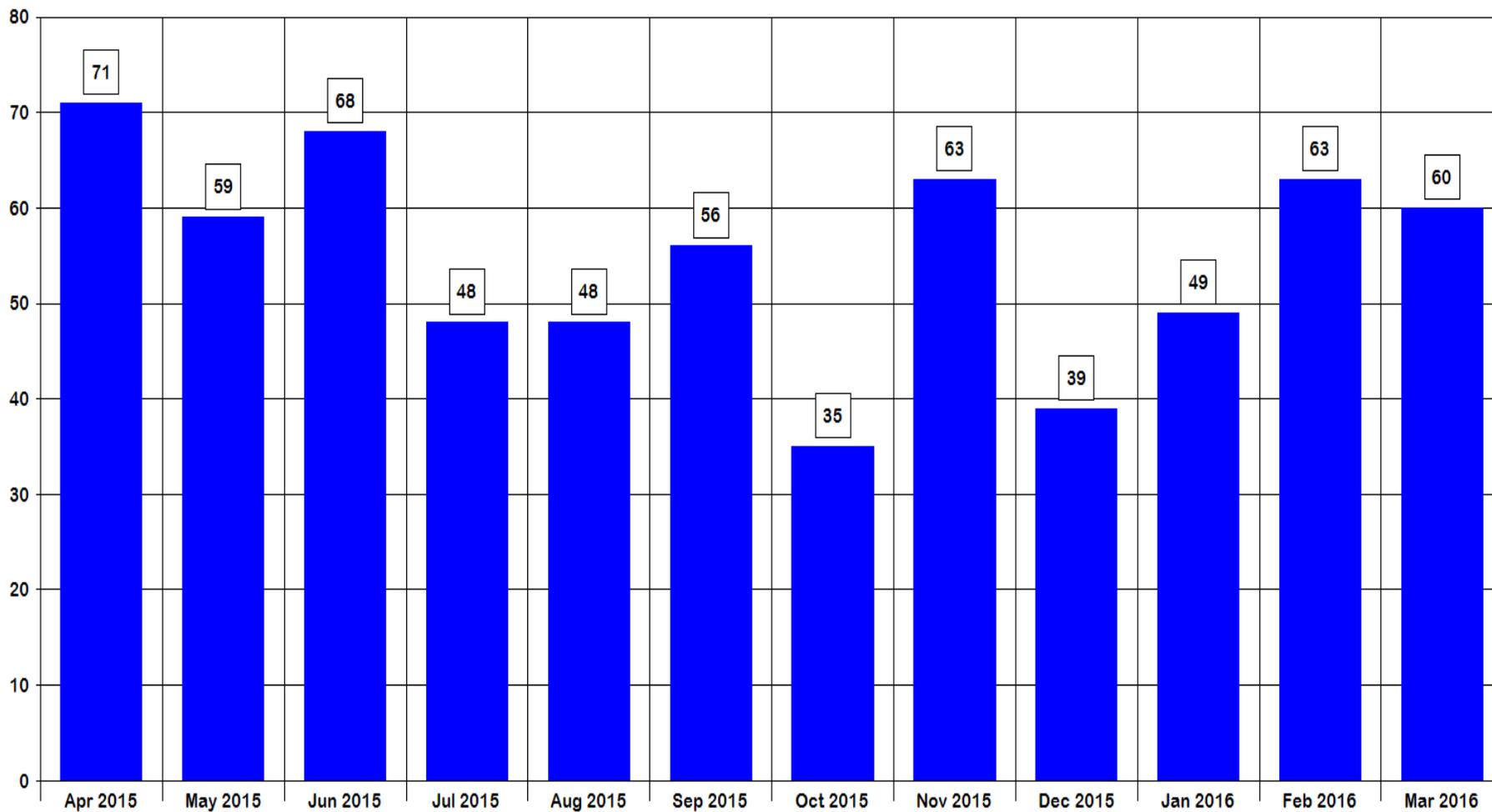
(Complaints and enquiries can include one or more subjects).

Service used for Complaints and Enquiries		
	Complaint	Enquiry
Access to services	8	36
ARMS	10	7
Assessment	79	38
Autistic Spectrum Condition	2	0
Best Interests	9	1
Blue Badges	4	3
Case/care management	153	37
Central Duty Team	1	0
CFAO	3	0
Charging	78	15
Continuing Health Care	19	12
Debt Recovery	11	0
Direct Payments	16	4
Eligibility	10	7
Equipment and Adaptations	46	37
External Providers	146	107
Financial Assessment	40	14
Hospital Discharge	30	15
Housing	3	10
In House Day Care	2	3
In House Residential	0	7
Information, Advice ,Guidance	5	16
Integrated Care Centre	10	2
Kent Enablement at Home	16	1
Kent Supported Assistance Service	0	4
Out of Hours	2	0
Payments (to providers)	24	3
Policy	2	3
Respite Care	20	9
Review	10	6
Safeguarding	24	20
Sensory/KAB/Hi Kent	1	1
Shared Lives	6	0
Supported Living	6	4
Supporting People	0	6
Telecare	2	0
Tendering	3	1
Transition	2	1
Transport	9	2
Total	824	437

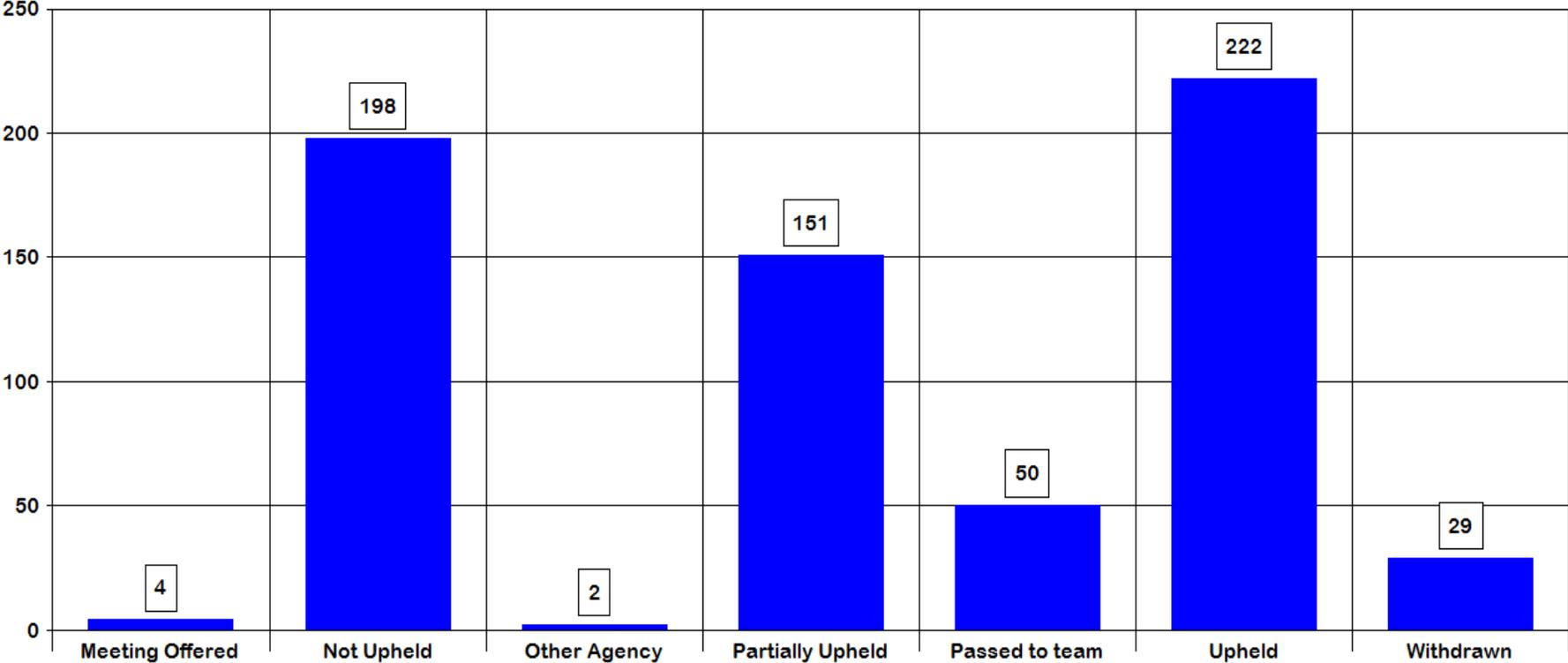
Referrals to Local Government Ombudsman

Closed after initial enquiries no further action	4
Not upheld- no further action	6
Not upheld – no maladministration	3
Premature Complaint	8
Upheld – no further action	1
Upheld Maladministration and injustice	9
Upheld Maladministration no injustice	4
Awaiting a decision	10
Total	45

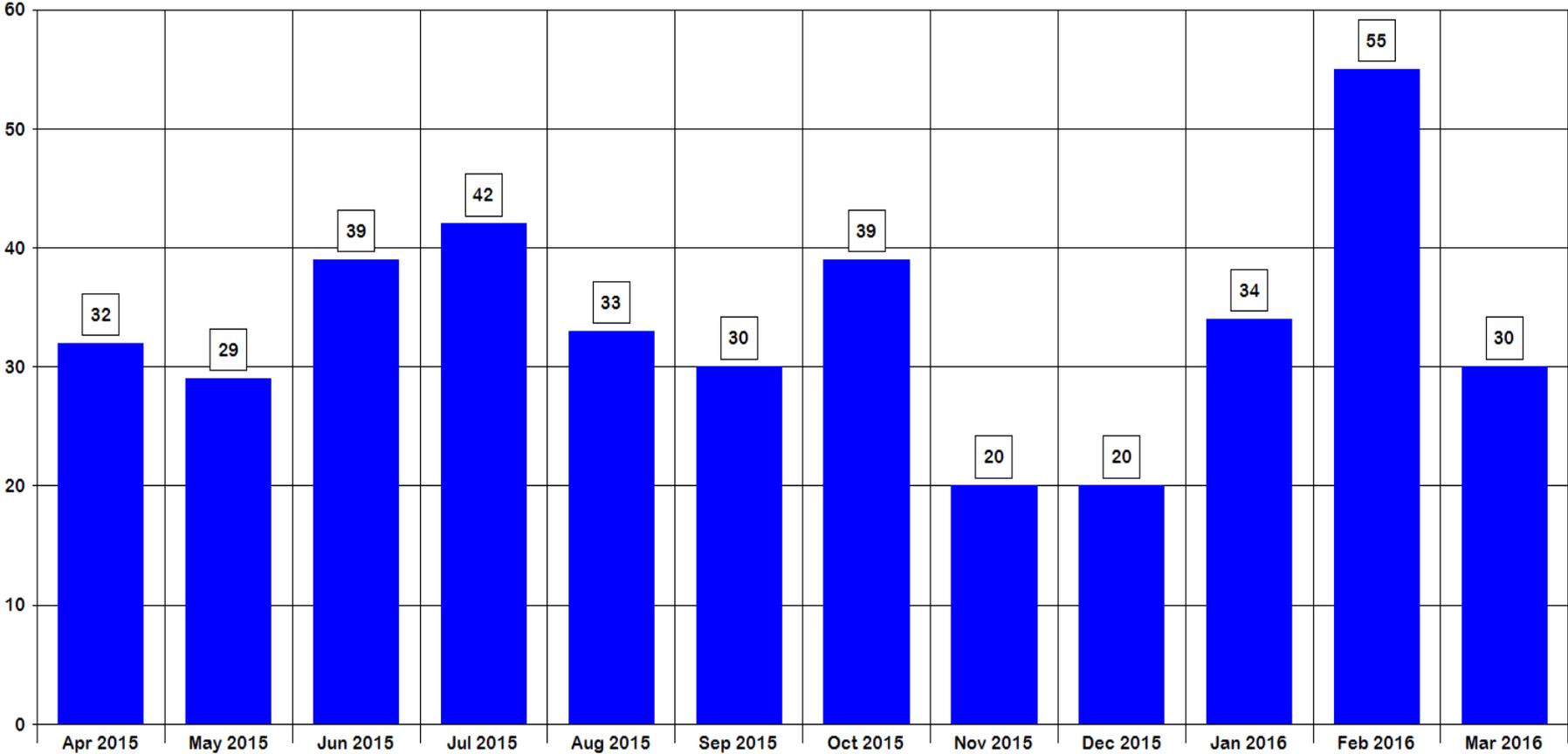
Complaints received by Month



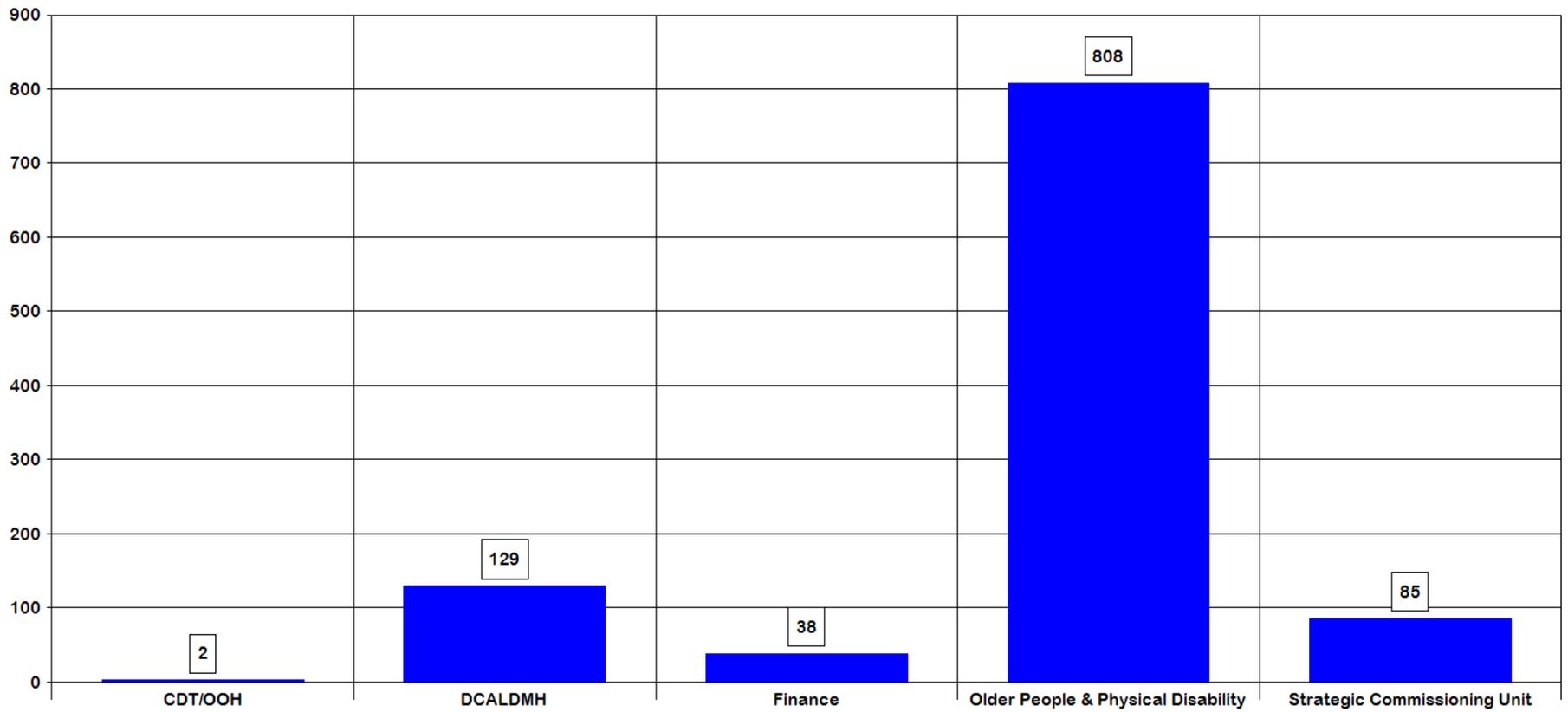
Complaint Outcomes



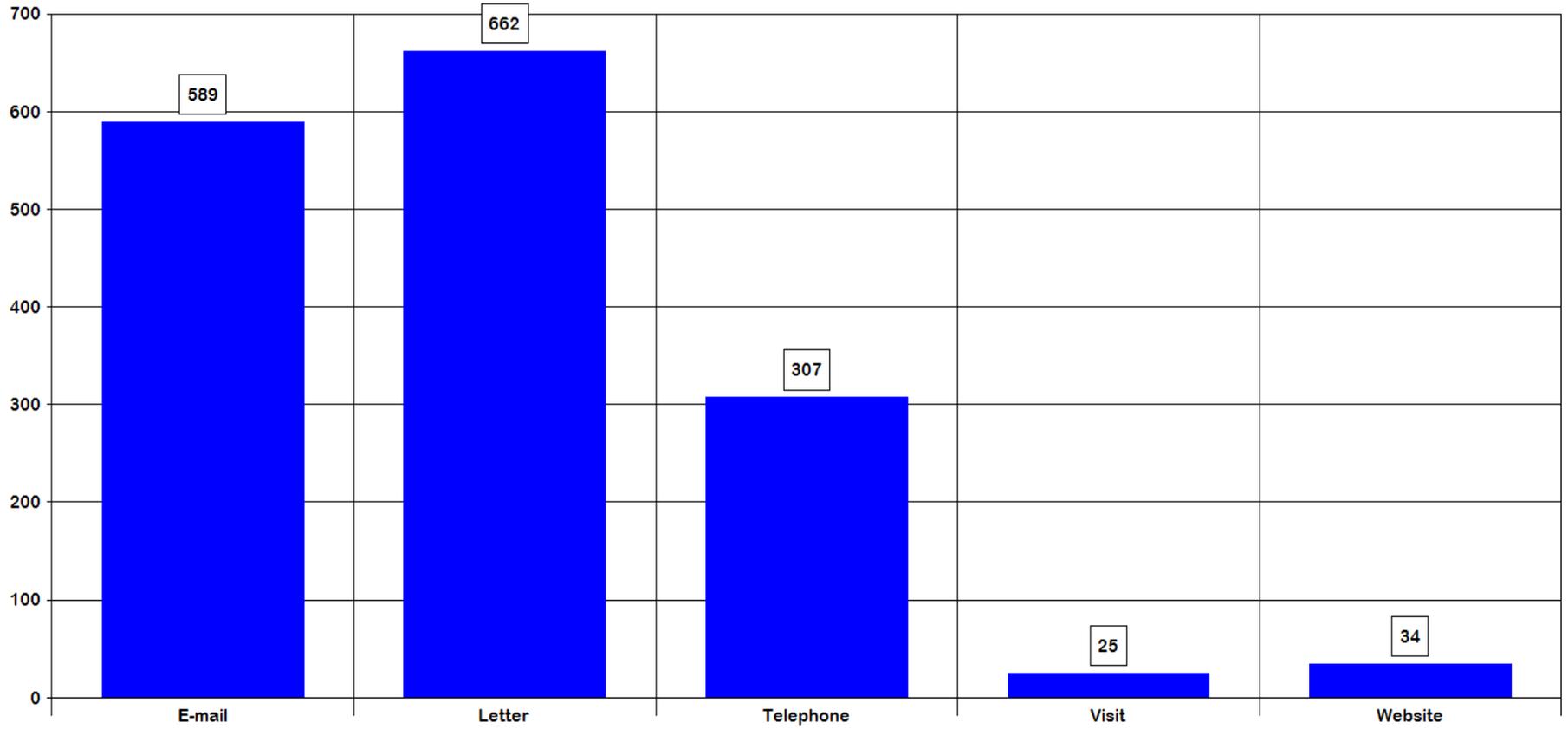
Enquiries received by month



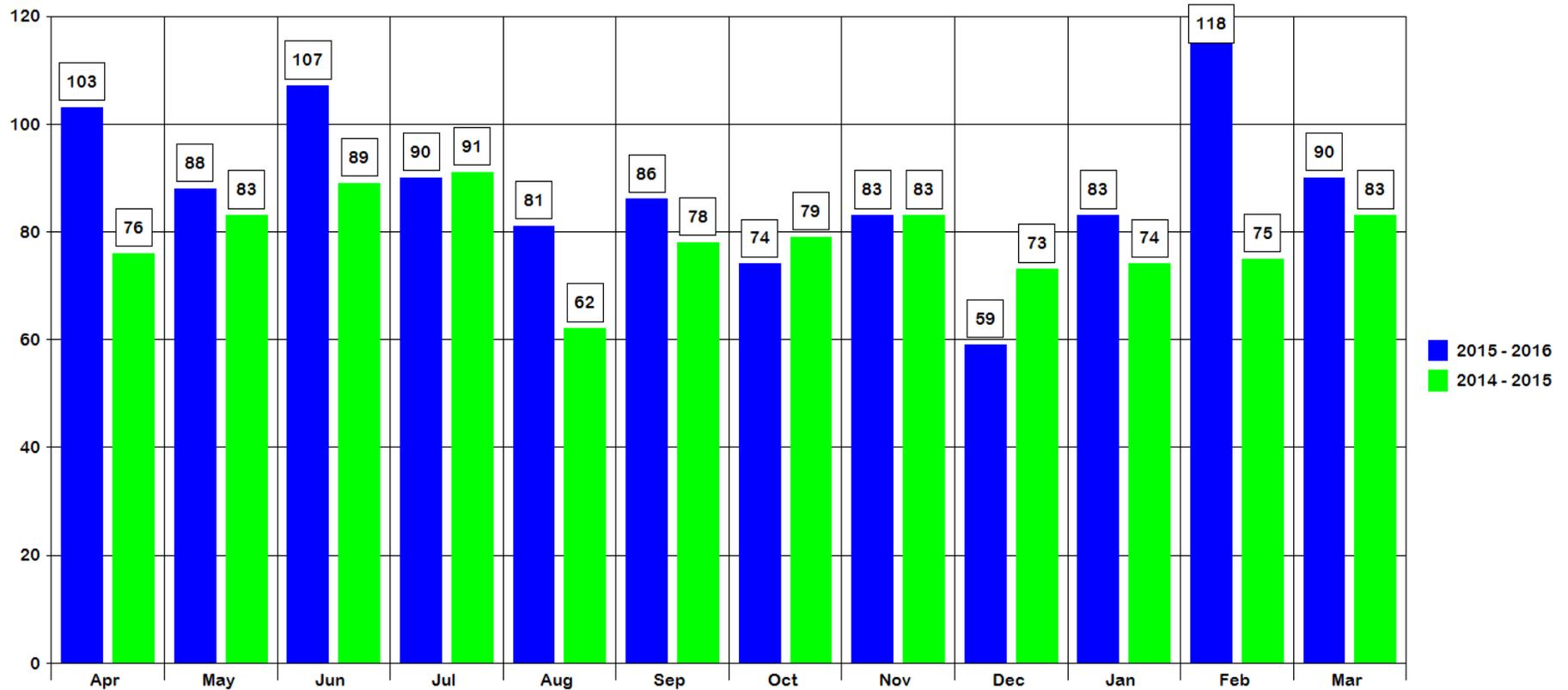
Complaints and Enquiries by Division 2015-16



Contact method



Complaint and Enquiry trends



Explanation of increases:-

April = 20 Contact Centre complaints

May = 8 Contact Centre complaints

June = 12 Contact Centre complaints

Feb 16 = 17 contacts with regards to funding Mental Health and 2% increase for Home Care.