

Additional Statistical Information Regarding the Children's Social Services
Complaints Received in 2016/17

Originator of Complaints

Originator	2012/13	2013/14	2014/15	2015/16	2016/17
Advocate					56
Child or young person	36	43	32	44	20
Parent	149	138	130	133	69
Close relative	12	6	10	7	4
Carer	9	17	6	8	3
Foster carer	13	5	13	7	8
Other	0	5	0	7	1
Legal representative	1	0	1	0	2
Prospective adopter	4	0	1	2	0
Special Guardian	1	8	3	2	1
Total	225	222	196	210	165

Contact Method

Type of Record	Card/Gift	Email	Letter	Telephone	Website	Total
Children Act	0	129	19	17	0	165
Non-statutory Complaint	0	83	12	25	0	120
Enquiry	0	109	15	2	0	126
Compliment	1	79	4	0	0	84
Representation	0	103	25	34	0	162

Outcome of Complaints

Not upheld	58%
Partially upheld	23%
Upheld	11%
Further work done to resolve issue	7%
Complaint Withdrawn	1%

Complainants by Gender
(Person making the complaint rather than the client)

Female	57%
Male	36%
Couple	6%
Not known	1%

**Complainants by Ethnicity
(Person making the complaint rather than the client)**

White British	45%
Not Known	45%
Any other ethnic Group	3%
African	2%
White Other	2%
Traveller/Gypsy	1%
Asian Other	1%
Mixed other	1%

**Complainants by Age
(Person making the complaint rather than the client)**

25-59	50%
Not known	33%
16-19	7%
20-24	4%
Under 16	4%
60-64	2%

Clients/Former Clients Making Complaints by Age

16-19	40%
20-24	25%
Under 16	20%
25-59	10%
Not known	5%