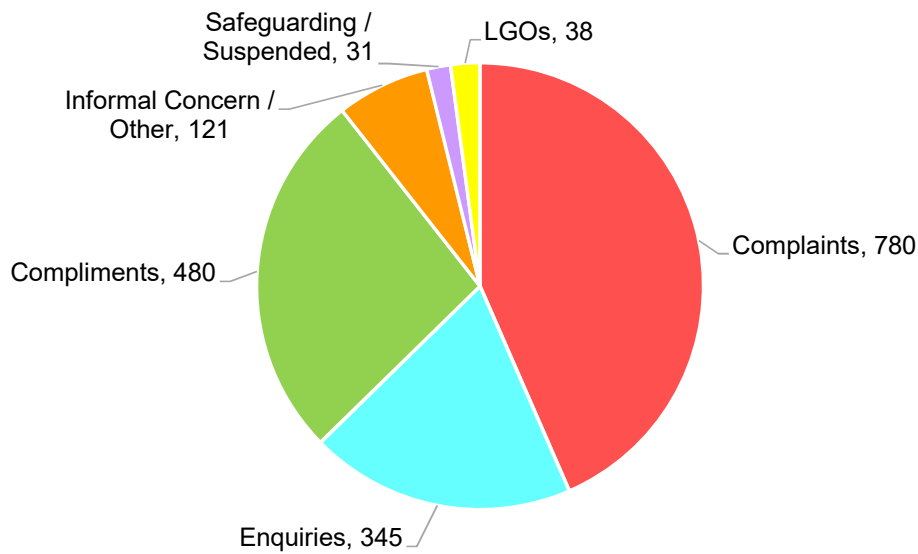
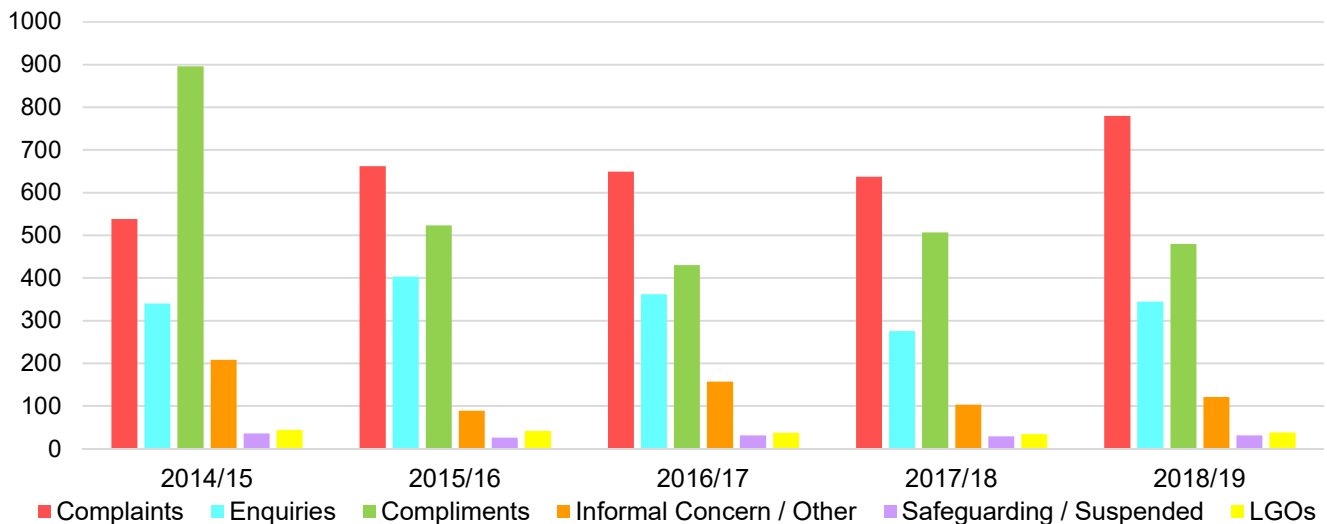


Complaints and Enquiries Received 1 April 2018 to 31 March 2019



Complaints	780
Enquiries	345
Compliments	480
Informal Concern / Other	121
Safeguarding / Suspended	31
LGOs	38

Comparison with Previous Years



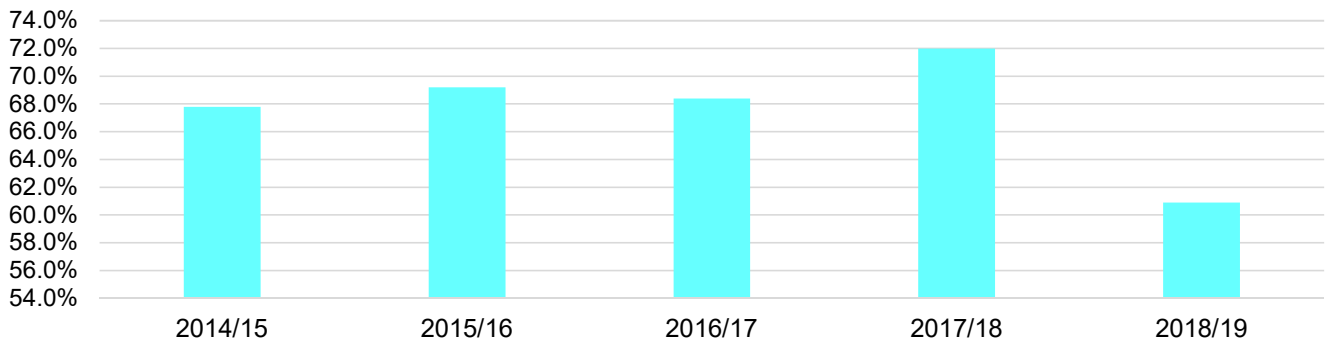
Year	2014/15	2015/16	2016/17	2017/18	2018/19
Complaints	538	662	649	637	780
Enquiries	340	403	362	276	345
Compliments	896	523	430	507	480
Informal Concern / Other	208	89	157	103	121
Safeguarding / Suspended	36	26	31	29	31
LGOs	44	42	37	34	38

Complaints Response Times Within Target

NB: for most cases the target for a response to be sent is 20 days, but is 30 days for Mental Health Complaints, and for other complex complaints the deadline may be extended in agreement with the complainant

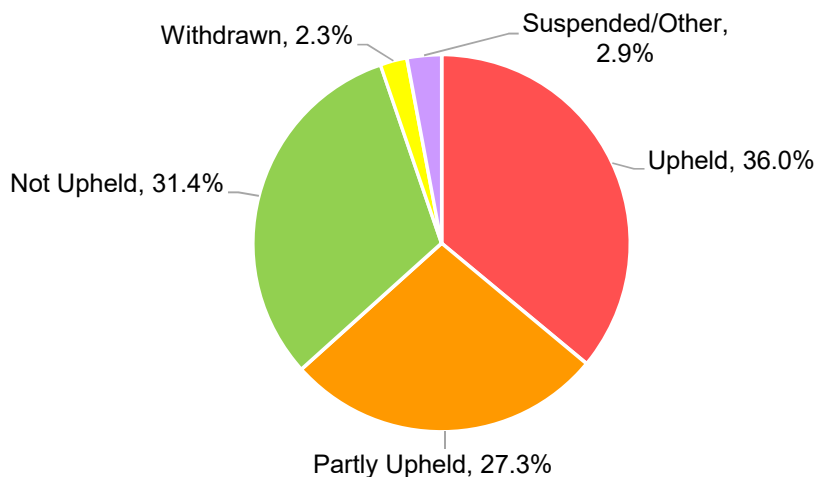
Responses for Cases in 2018/19	Total
Response Within Target	475
Late Response	285
Open / Suspended	20
Total	780
Percentage Within Target	60.9%

Response Times Comparison with Previous Years



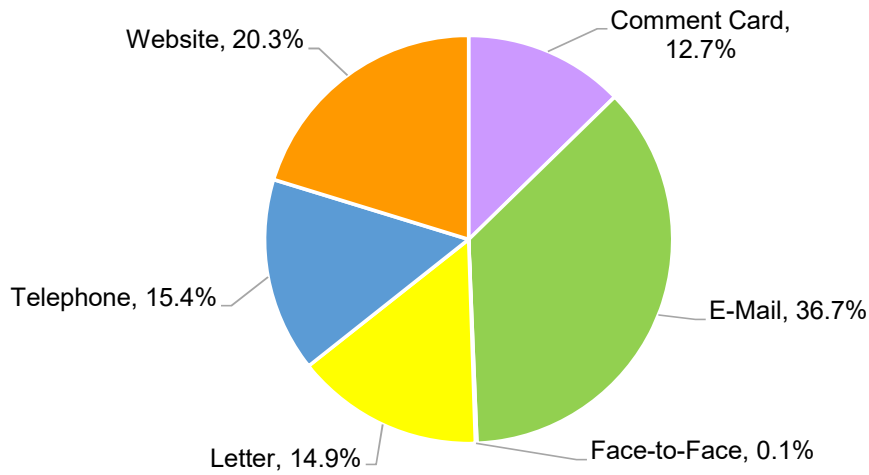
2014/15	67.8%
2015/16	69.2%
2016/17	68.4%
2017/18	72.0%
2018/19	60.9%

Complaints Outcomes



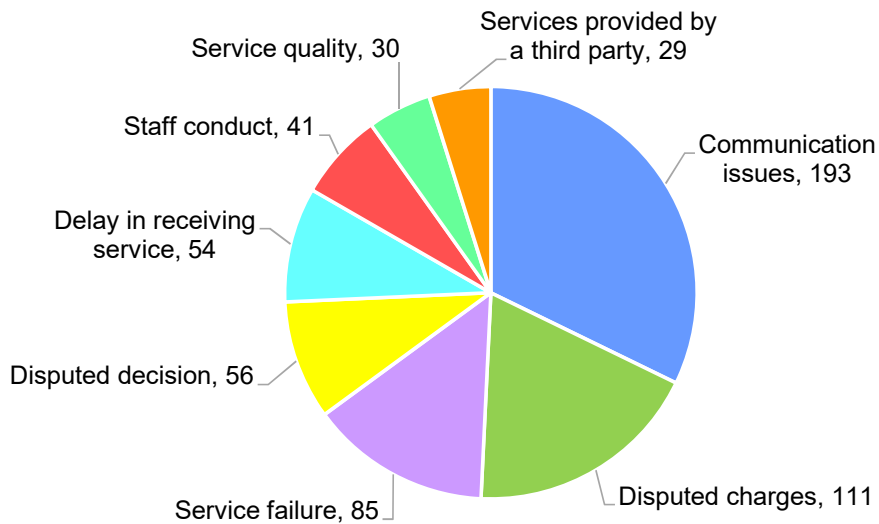
Upheld	281	36.0%
Partly Upheld	213	27.3%
Not Upheld	245	31.4%
Withdrawn	18	2.3%
Suspended/Other	23	2.9%
Total	780	

Methods of Contact for Complaints



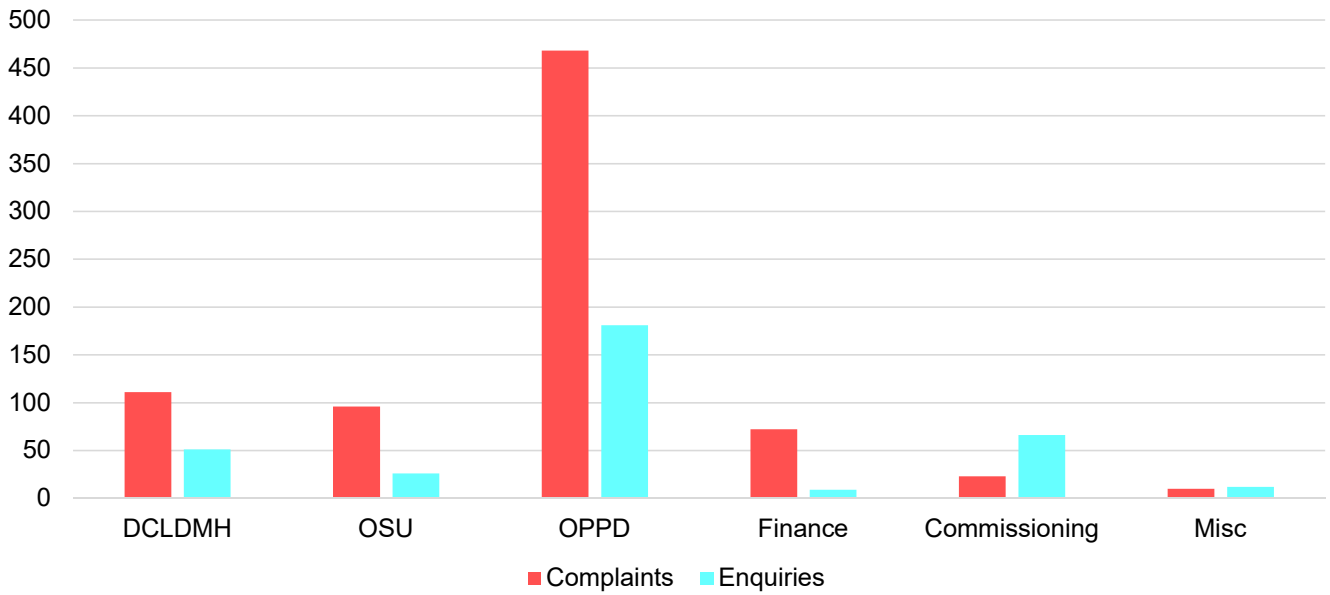
Comment Card	99	12.7%
E-Mail	286	36.7%
Face-to-Face	1	0.1%
Letter	116	14.9%
Telephone	120	15.4%
Website	158	20.3%
Total	780	

Main themes arising from complaints



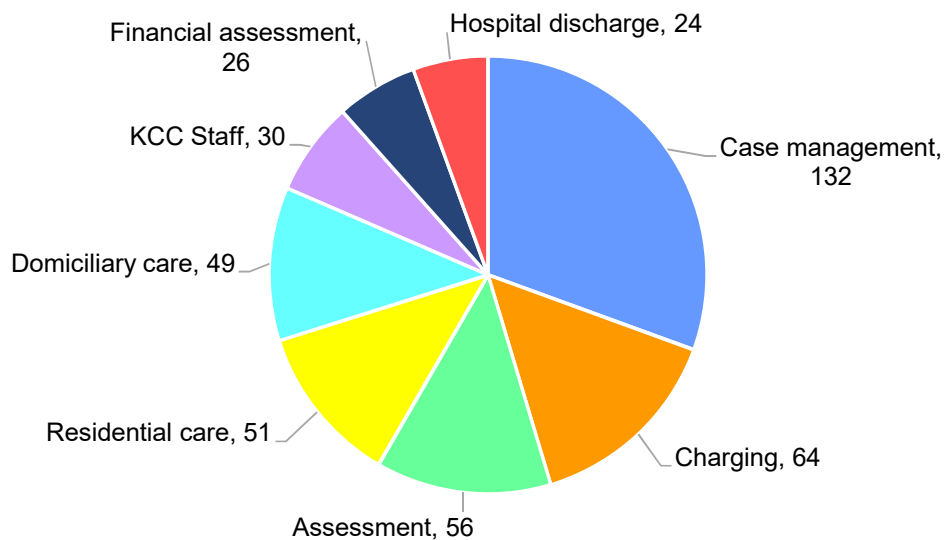
Communication issues	193
Disputed charges	111
Service failure	85
Disputed decision	56
Delay in receiving service	54
Staff conduct	41
Service quality	30
Services provided by a third party	29

Cases Received by Division



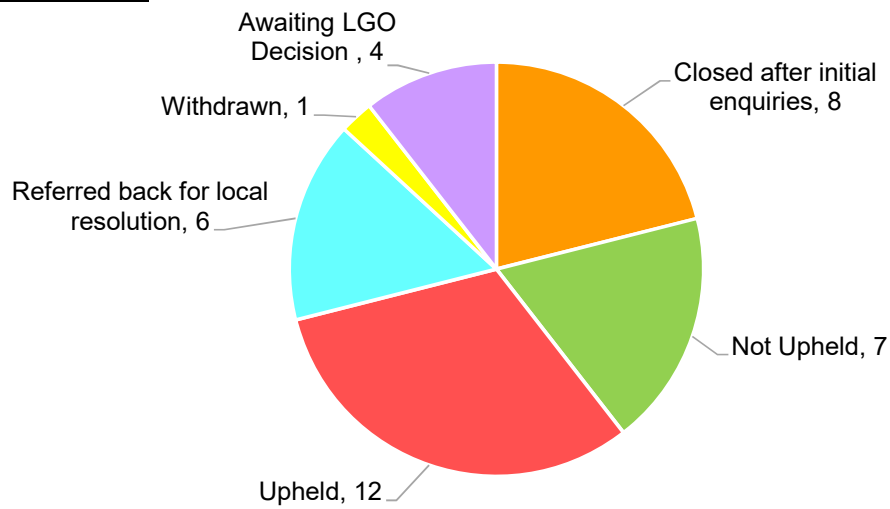
	Complaints	Enquiries
DCLDMH	111	51
OSU	96	26
OPPD	468	181
Finance	72	9
Commissioning	23	66
Misc	10	12
Total	780	345

Main Service Areas for Complaints



Case management	132
Charging	64
Assessment	56
Residential care	51
Domiciliary care	49
KCC Staff	30
Financial assessment	26
Hospital discharge	24

Outcomes of LGO Cases



Closed after initial enquiries	8
Not upheld: No further action	4
Not upheld: No Maladministration	1
Referred back for local resolution	6
Report issued: Not upheld	2
Report issued: Upheld	1
Upheld: Maladministration and Injustice	10
Upheld: No further action	1
Withdrawn	1
Awaiting LGO Decision	4
Total	38