

**West Dunbartonshire HSCP Complaints Summary**  
**1 April 2016 – 31 March 2017**

There were a total of 51 complaints received within the Partnership during the reporting year.

Responded under NHSGGC Complaints Policy		Responded under WDC Complaints Policy	
Fully Upheld	3	Fully Upheld	14
Partially Upheld	10	Partially Upheld	3
Not Upheld	6	Not Upheld	6
Unsubstantiated		Unsubstantiated	4
Withdrawn		Withdrawn	
Ongoing		Ongoing	5*
Consent not received		Consent not received	
NHSGGC Complaints Policy		WDC Complaints Policy	
Children's Services	1	Children's Services	7
Mental Health	3	Residential Care Home	5
MSK Physiotherapy**	12	Care Contract Team	2
Diabetic Clinic	1	Care at Home	12
Diabetic Retinal Screening	2	Community Care	1
		HSCP Admin (Community Care)	1
		Criminal Justice	1
		Community Older People's Team	2
		Learning Disability Services	1
<b>Total</b>	<b>19</b>		<b>32</b>

\*5 complaints received in Quarter 4 will be reported in Quarter 1 2017/18.

\*\*NHSGGC-Wide Hosted services

Summary of main themes evident from lessons learnt:

- Importance of staff communicating timeously, clearly and respectfully with service users.
- Importance of on-going and clear engagement with client advocates.
- Importance of good record keeping and proper use of systems.
- Importance of clear and timely communication between staff.
- Training needs of staff within their service area.

	Value	Target	Note
Percentage of complaints received and responded to within 20 working days (NHS)	89%	70%	19 complaints received, with 17 responded to on time.
Percentage of complaints received which were responded to within 28 days (WDC)	48%	70%	27 complaints received, with 13 responded to on time. It has been confirmed that delays were always related to the complexity of the complaints, so were legitimate in each circumstance; and interim updates were provided to all complainants to their satisfaction.

Service Area	Complaint Subject	Outcome
<b>WDC Policy</b>		
Children's Services	Failure to achieve standards/quality of service	Not upheld
	Care arrangements between family members	Unsubstantiated
	Employee attitude/failure to fulfil statutory responsibilities	Unsubstantiated
	Communication	Upheld
	Bias or unfair discrimination	Not upheld
	Failure to fulfil statutory responsibilities	Unsubstantiated
Residential Care Homes	Failure to achieve standards/quality of service	Upheld
	Failure to fulfil statutory responsibilities	Upheld
	Employee Attitude	Upheld
	Employee Attitude	Upheld
	Street Parking	Not upheld
Care Contract Team	Administration	Partially upheld
	Policy Implementation	Partially upheld
Care at Home	Administration	Upheld
	Policy Implementation	Upheld
	Employee Attitude	Upheld
	Employee Attitude	Upheld
	Other	Upheld
	Failure to achieve standards/quality of service	Upheld
	Failure to achieve standards/quality of service	Partially upheld
	Failure to achieve standards/quality of service	Upheld
	Administrative Delays	Upheld
Community Care	Waiting times	Not upheld
HSCP Admin (Community Care)	Employee Attitude	Upheld
Criminal Justice	Bias or unfair discrimination	Not upheld
Community Older People's Team	Policy Implementation	Not upheld
Dumbarton Social Work Adult Team	Failure to achieve standards	Unsubstantiated

Service Area	Complaint Subject	Outcome
<b>NHS GGC Policy</b>		
Children's Services	Education	Upheld
Mental Health	Treatment	Not upheld
	Delay in treatment	Partially upheld
	Communication	Partially upheld
MSK Physiotherapy	Waiting times / communication	Partially upheld
	Employee attitude / treatment	Not upheld
	Communication / waiting times	Partially upheld
	Staff	Not upheld
	Treatment	Not upheld
	Waiting times	Partially upheld
	Waiting times	Partially upheld
	Employee Attitude	Not upheld
	Communication	Not upheld
	Access	Partially upheld
	Waiting times	Partially upheld
	Access / Waiting times	Partially upheld
Diabetic Clinic	Access / Conduct / System	Partially upheld
Diabetic Retinal Screening	Conduct issues	Upheld
	Access/Conduct/System	Upheld