

### West Dunbartonshire HSCP Complaints Summary 1 April 2017 – 31 March 2018

There were a total of 48 stage 2 complaints received within the Partnership during the reporting year and 60 frontline complaints, 3 of these complaints were transferred to stage 2.

Responded under NHSGGC Complaints Policy		Responded under Social Work Complaints Policy	
Fully Upheld	4	Fully Upheld	8
Partially Upheld	5	Partially Upheld	10
Not Upheld		Not Upheld	16
Unsubstantiated		Unsubstantiated	4
Withdrawn		Withdrawn	
Ongoing		Ongoing	
Consent not received		Consent not received	1
NHSGGC Complaints Policy		Social Work Complaints Policy	
Mental Health	6	Children's Services	24
*MSK Physio	3	Care Contract Team	1
		Care at Home	7
		Community Care	4
		Community Care – Blue Badge	1
		Learning Disability Services	2
<b>Total</b>	<b>9</b>		<b>39</b>

\*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)	78%	70%	9 complaints received, with 7 responded to on time.
Percentage of complaints received which were responded to within 28 days (WDC)	67%	70%	39 complaints received, with 26 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.

Service Area	Complaint Subject	Outcome
<b>Social Work Policy</b>		
<b>Children's Services</b>	Employee Attitude/Communication	Unsubstantiated
	Failure to provide service	Unsubstantiated
	Failure to provide service	Not Upheld
	Communication	Not Upheld
	Failure to Provide Service	Not Upheld
	Communication	Not Upheld
	Employee Attitude/Failure to Provide Service/Communication	Not Upheld
	Failure to achieve standards/quality of service	Partially Upheld
	Employee Attitude/Communication	Upheld
	Failure to Provide Service/Bias or Unfair Discrimination	Not Upheld
	Employee Attitude/Bias or Unfair Discrimination	Not Upheld
	Employee Attitude/Communication/Bias or unfair discrimination	Unsubstantiated
	Administration Delays/Communication	Partially Upheld
	Employee Attitude	Not Upheld
	Communication	Partially Upheld
	Failure to Achieve Standards/Quality of Service	Unsubstantiated
	Employee Attitude/Communication/Failure to achieve standards/quality of service	Not Upheld
	Employee Attitude/Communication	Not Upheld
	Failure to achieve standards/quality of service	Partially Upheld
	Failure to Provide Service	Not Upheld
	Employee Attitudes	Not Upheld
	Failure to achieve standards/quality of service	Not Upheld
	Failure to Achieve Standards/Quality of Service	Partially Upheld
	Failure to Provide Service	Partially Upheld
<b>Care Contracts Team</b>	Administrative Delays	Not Upheld
<b>Care at Home</b>	Failure to Achieve Standards/Quality of Service	Partially upheld
	Administration	Upheld
	Other	Upheld

	Change to Processes	Upheld
	Administrative Delays	Upheld
	Failure to Achieve Standards/Quality of Service	Upheld
<b>Community Care (Blue Badge)</b>	Administrative Delays	Upheld
<b>Community Care</b>	Other	Not Upheld
	Failure to Achieve Standards/Quality of Service	Partially Upheld
	Employee Attitude	Not upheld
	Data Protection issue	Partially Upheld
<b>Learning Disability</b>	Failure to Achieve Standards/Quality of Service	Upheld
	Failure to Achieve Standards/Quality of Service	Partially Upheld
<b>Service Area</b>	<b>Complaint Subject</b>	<b>Outcome</b>
<b>NHS GGC Policy</b>		
<b>MSK Physio</b>	Access – booking arrangement	Partially Upheld
	Access - signage	Partially Upheld
	Treatment	Partially Upheld
<b>Mental Health</b>	Conduct	Upheld
	Conduct	Upheld
	Conduct	Upheld
	Access/Communication	Partially Upheld
	Conduct	Upheld
	Conduct/Treatment	Partially Upheld