

Response to Request for Information

Reference: 2235
Date: 12 September 2012
Type of request Freedom of Information Request

Local authority complaint statistics

Could you please inform me under this freedom of information request how many persons have used the LA complaints procedure, with regards to Social Services, in the past year? Please supply statistics for both adult and children's services. Also how many of these complaints have reached stage 3?

Please see the attached documents APP1, APP2 and APP3. They contain the annual reports that have been prepared by the Customer Care Managers for both Children and Young People's Service and Adult Social Care for the last financial year – 2011/2012.

They contain full details of all contacts received, whether complaints, compliments and comments; how they were dealt with and the outcomes.

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