

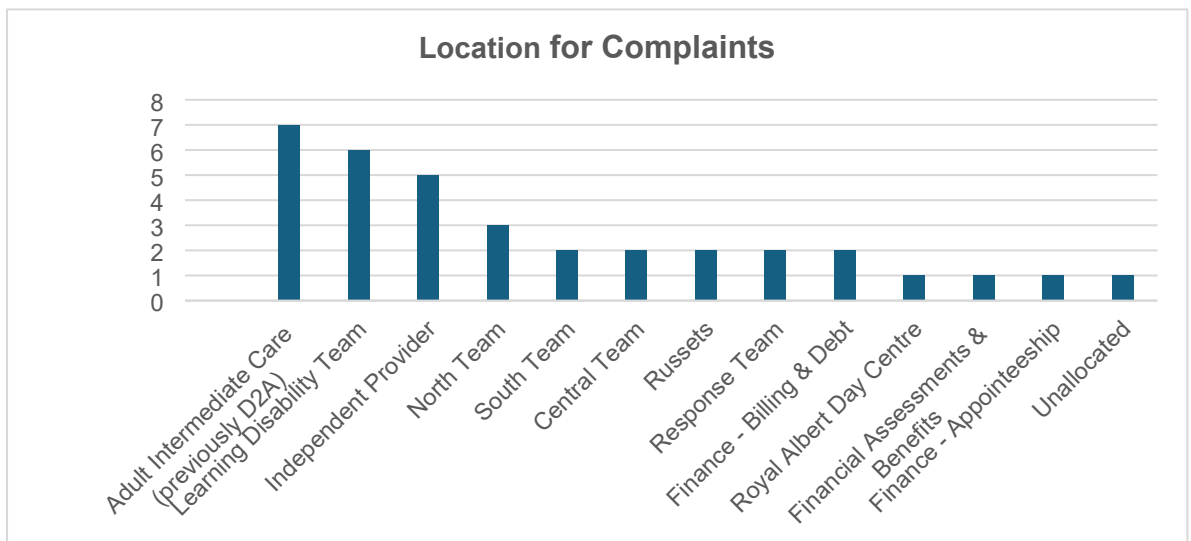
Complaints

For the period 1 December 2023 to 31 May 2024 there were 35 statutory complaints made about Adult Social Care, compared to 32 in the same period in previous year. Included within this period are 3 complaints involving an independent care provider, compared to 4 in the same period in previous year.

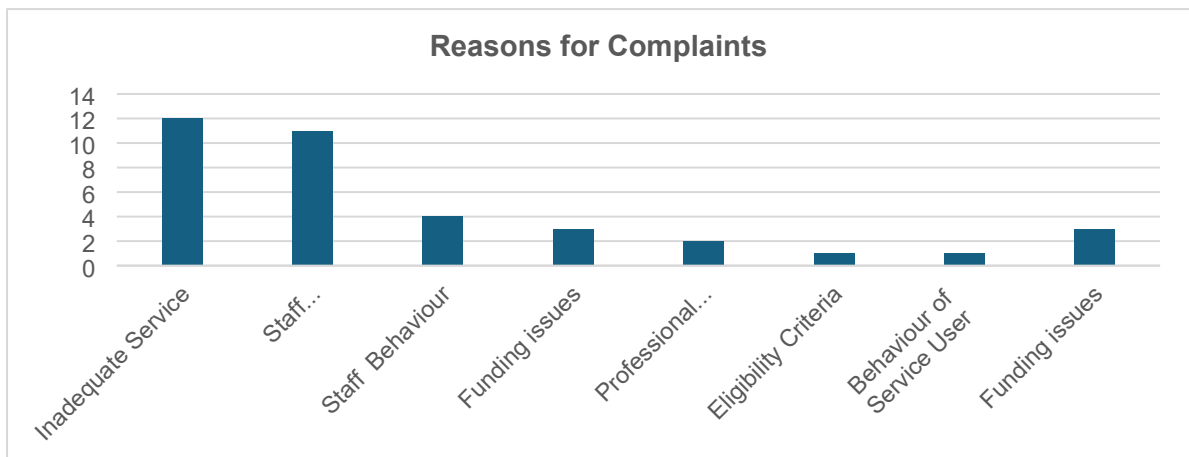
In addition to statutory complaints, there were 2 representations, 19 customer contacts, 12 possible complaints and 1 contact that was responded to under a different procedure.

Based on the number of service users open to Adult Social Care on 31 March 2024 (5673), the 35 complaints received represent less than 1% of all the people receiving a service from adult social care.

To set the complaints figures in context, the following chart outlines the number of complaints for each location/team.



It is also important to consider the reasons why complaints were made.



Response times

A summary of complaint response times is shown the table below:

Full Reply Performance (working days)	1 December 2023 - 31 May 2024
0-15 days	93%
20+ days	7%

Adult Social Care aims to respond to complaints within 15 working days. It is pleasing to see that most complaints are responded to within 15 working days, with an average response time for this period of 8 working days. Some complaints will take longer than 15 days to investigate and reply to, particularly if the matter is complex, and there is a need to interview staff or further responses or meetings are required to resolve the complaint. Complainants are kept informed if a delay is likely.

At the time of writing, there are 4 outstanding complaints for this period.

Complaints referred to Ombudsman

No complaints were referred to the Local Government and Social Care Ombudsman during this period.

Learning from Complaints

Some examples of how ASC has learned from complaints:

A complaint centred on incorrect information being provided on which Local Authority would be responsible for funding eligible social care needs; to support learning, the Team Manager revisited and shared guidance with the social work team to reinforce understanding and ensure they are all aware of the current guidance.

A complaint about a Learning Disability Provider led the Team to provide feedback to Portsmouth Hospitals Trust about concerns around their management of appointments for vulnerable patients as well as the Team considering how we better share with families when we are managing quality concerns in care delivery with commissioned providers.