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CORPORATE REPORT

JUNE 2018

## Complaints Handling Performance Report – Annual Report 2017-18

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### 1. Purpose

To provide a summary of complaints received and responded to by the Mental Welfare Commission in 2017-18 and of outcomes, including any key learning points for service improvement within the Commission.

### 2. Reporting complaints

This annual report amalgamates all the information on our handling of complaints for 2017-18. This information is published to help ensure transparency in our handling of complaints and to demonstrate to our customers that complaints do influence changes to our service.

### 3. Key points

- We received and responded to a total of 9 complaints in 2017/18.
- The proportion closed following frontline resolution, as a percentage of all complaints was 44% (4 complaints).
- The proportion closed following a full investigation, as a percentage of all complaints was 56% (5 complaints).
- Upheld / partially upheld rates were 56% (5 complaints).
- Average timescales for frontline resolution and investigation were 4 and 21 working days respectively. The frontline average is within our target timescale but the investigation one is not. This is due to one complaint which took a long time to answer. We responded to 75% (3 out of 4) of complaints at stage 1 and 80% (4 out of 5) at stage 2 within target timescales of five and 20 working days respectively.

#### 4. Complaint outcomes - upheld, partially upheld and not upheld

Breakdown of closed complaint outcomes is shown in the table below.

Upheld complaints	3	33%
Partially upheld complaints	2	22%
Not upheld complaints	4	44%

#### 5. Delays in responding to complaints

Two complaints were responded to late this year. One of these was not identified as a complaint by the enquiries officer and was allocated to a practitioner who was on annual leave. The complaint was acknowledged after a month but was still not logged as a complaint. It was picked up when the complainer chased up her complaint. In total this complaint took 72 days to respond to which is well outwith our target timescale. We have run extra training for staff on our complaints handling procedure and they have been reminded to pass any expressions of dissatisfaction to the complaints manager so that they can be logged and responded to in a timely way.

One frontline complaint took ten days to respond to as there was a lack of clarity about which member of staff was going to respond. Again, this arose because the complaint had not been routed through the complaints manager.

#### 6. Continuous improvement

The Mental Welfare Commission seeks to learn and improve as a result of the complaints we receive.

As a result of the complaints we have received this year, we have:

- Reminded staff of importance of good communication with relatives prior to visits
- Told staff to include senders' reference numbers in correspondence
- Reminded staff of timescales for responding to correspondence

Individual errors which resulted in complaints have also been raised with members of staff involved and their line managers.

We have additionally carried out refresher training on complaints to remind staff of our processes.

## 7. Summary of complaints

<b>TOTAL COMPLAINTS RECEIVED</b>	9	
<b>FRONTLINE RESOLUTION</b>		
Complaints considered at the frontline resolution stage	4	44%
Frontline Complaints closed within 5 working days	3	33%
Frontline Complaints where extension was granted	0	0%
Upheld complaints	2	22%
Partially upheld complaints	1	11%
Not upheld complaints	1	11%
Average frontline resolution (working days)	4.0	days
<b>INVESTIGATION</b>		
Complaints considered at the investigation stage	5	56%
Investigated complaints resolved within 20 working days	4	86%
Upheld complaints	1	14%
Partially upheld complaints	1	14%
Not upheld complaints	3	71%
Average investigation length (working days)	21.0	days

## 8. Ombudsman complaints

Two complaints against the Commission were considered by the Ombudsman this year. One was dismissed as it was found to be misdirected (complaining about the actions of another organisation). The other was partly upheld due to a delay in responding to correspondence.



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