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CORPORATE REPORT

August 2016

Complaints Handling Performance Report – Q1 (April – June 2016)

1. Introduction

The purpose of this report is to provide a summary of complaints received and responded to by MWC in the three months from April to June (Q1 2016 – 17) and to provide a summary of outcomes, trends and actions taken as a result of these complaints including, where appropriate, key learning points for MWC service improvement.

2. Reporting complaints

In line with our complaints policy, all complaints should be recorded on IMP and we must publish on a quarterly basis the outcome of complaints and the actions we have taken in response. These are analysed to ensure that we identify areas where our service could improve and take appropriate action.

3. Summary of complaints received

Type	Upheld	Not Upheld	Total
Frontline resolution	1	0	1
Investigation	0	2	2
Total	1	2	3

(see annex 1 for a more detailed breakdown)

4. *Analysis*

During this quarter, we have received a total of three complaints, which is 60% fewer than in the same period last year. One of the complaints was resolved at the frontline stage and two of which was investigated.

4.1 *Frontline resolution*

The frontline complaint which we received was responded to on the day it was received. The complaint was about the delay in responding to correspondence which had been received.

The complainant had written to us on 18 April. Our service standard for responding to correspondence is two weeks, so she should have had a response by 2 May. As she had not heard from us, she wrote again on 13 May but received no response. She telephoned the advice line on 17 May when this complaint was received and resolved by apologising and ensuring she received a response.

A review of the file showed that the original correspondence had been allocated a practitioner who was not available. The letter of 13 May had been allocated to the relevant team leader but not actioned.

Following this complaint, team leaders and practitioners were reminded of the 2 week service standard for responding to correspondence. Team leaders were reminded to ensure that correspondence was dealt with in periods of staff absence.

4.2 *Complaints investigated*

Two of the complaints were received were formally investigated. In both cases, we responded to the complaints in 13 working days (KPI 20). Neither complaint was upheld.

One of the complaints was from a transgender woman who raised concerns that we had referred to her as 'he/she' in correspondence with services. We reviewed the significant amounts of correspondence this individual had sent us over the previous 6 months. This showed that she had variously presented herself as male and female when she had contacted us. As we were unsure about which name and gender by which she would be known to services, we did not consider that it had been unreasonable to refer to her as he/she in the correspondence. The complaint was not upheld. However, staff were reminded, when it was not clear how a person wished to be referred to, to ask them which pronoun they preferred.

The second complaint was from a service user who complained that the Commission had not helped her to access care. We reviewed the individual's

recent contacts with the Commission and considered that she had always been given appropriate advice about how to access care via local services. We explained to her that it was not the Commission's role to arrange for her to access care. We did not uphold the complaint.

Annex 1

	Q1 16-17	%	Q1 15-16	Δ
TOTAL COMPLAINTS RECEIVED	3		7	-57%
FRONTLINE RESOLUTION				
Complaints considered at the frontline resolution stage	1	14%	6	-83%
Frontline Complaints closed within 5 working days	1	100%	5	-80%
Frontline Complaints where extension was granted	0	0%	1	-100%
Upheld complaints	1	100%	3	-67%
Partially upheld complaints	0	0%	0	0%
Not upheld complaints	0	50%	3	-100%
Average frontline resolution (working days)	1		2	-54%
INVESTIGATION				
Complaints considered at the investigation stage	2	67%	1	100%
Investigated complaints resolved within 20 working days	2	100%	1	100%
Upheld complaints	0	0%	0	0%
Partially upheld complaints	0	0%	0	0%
Not upheld complaints	2	100%	1	100%
Average investigation length (working days)	13		11	18%

Failure to respond to letter	1	Upheld
Use of wrong pronoun in relation to a transgender person	1	Not upheld
Dissatisfied with MWC advice given	1	Not upheld



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