

## Number of complaints by stage type, service, and targets met

## Summary of complaints by stage type reference

Stage Type	Count	Count Completed in Target Times	Percentage Completed in Target Times
Stage 1	2	2	100
Stage 2	0	0	0
Escalated Stage 1 to 2	1	1	100
<b>Totals</b>	<b>3</b>	<b>3</b>	<b>100</b>

## Summary of complaints by service, for each stage type

Service	Count Stage 1	Count Completed in Target Times	Percentage Completed in Target Times
ALN and Inclusions Services (ALN)	2	2	100
<b>Totals</b>	<b>2</b>	<b>2</b>	<b>100</b>

Service	Count Escalated Stage 1 to Stage 2	Count Completed in Target Times	Percentage Completed in Target Times
ALN and Inclusions Services (ALN)	1	1	100
<b>Totals</b>	<b>1</b>	<b>1</b>	<b>100</b>

## How the complaints were received

By source	Count Stage 1	Count Stage 2	Count Escalated Stage 1 to Stage 2
Telephone	0	0	0
Email	2	0	1
Letter	0	0	0
On-line	0	0	0
Contact Centre	0	0	0
Other	0	0	0
<b>Totals</b>	<b>2</b>	<b>0</b>	<b>1</b>

More detailed information on the above corporate complaints data, is currently maintained, by the Education Customer Service and Complaints officer on a dedicated database.

## Key complaints - identified by type or theme

Schools have their own complaints policy/process that must be dealt with by the school. However, the L.A may provide advice and guidance on the School based policy but direct complainants back to the school for response.

All governing bodies are required by law to have a procedure in place for dealing with complaints from parents, pupils, members of staff, governors, members of the local community and others in relation to matters for which the governing body has statutory responsibility.

- ALN and Inclusion Service – Lack of education and ALN Involvement/Communication
- ALN and Inclusion Service – Lack of support

## 1. Number by Category (Commissioner Case Type)

### Complaints by Commissioner Case Type, for prescribed Categories

Category	Count Stage 1, Stage 2 & Escalated 1 to 2
1 Collaborative Working	0
2 Decision Making	0
3 Delay in Service Provision	0
4 Officer/Contractors Conduct with public (including sensitivity/empathy of staff/politeness)	0
5a Following Council Policies	0
5b Following relevant Legislation	1
6 Accessibility of Services	1
7 Clarity/Accuracy/Timeliness of information	0
8 Quality of Work	0
9 Openness/ Fairness and Honesty	0
10 Compliance with Complaints procedure	0
11 Combination of categories	1
<b>Totals</b>	<b>3</b>

## 2. Number by Outcome and lessons learned comments

### Complaints by Outcome Data sets as categorised by the Complaints Standards Authority.

Service	Upheld	Not Upheld
ALN and Inclusions Services (ALN)	0	3
<b>Totals</b>	<b>0</b>	<b>3</b>

### Stage 1 Complaint – (Category 5b). Lack of Support

The complainant raised a number of concerns in relation to LA and school setting. The investigation was conducted into the LA provided services only. The complainant was advised to raise school-based concerns with the school directly. In terms of the issues relevant to the local authority they were thoroughly investigated and not upheld:

- Incorrect information provided by LEA staff
- LEA staff's failure to provide a response to email correspondence
- Safeguarding concern

- After 15 consecutive days of non-attendance, it is the LEA's legal responsibility to provide alternative provision

### **Stage 1 – Category (6), Escalated to Stage 2 – Category 11 (1, 2, 3, 5b, 6, 7). Lack of education and ALN Involvement/Communication**

Stage 1 – Allegation that correspondence received from complainant in June 2020 was filed away and no action taken. Complainant had been liaising with the Lead Officer for Additional Learning Needs (ALN) & Inclusion and her local Assembly Member but was unhappy with the lack of education received by complainant's two children. Delay in finding a suitable education setting for the two children.

The correspondence referred to by the complainant was received on the 2<sup>nd</sup> of June 2020 and logged within the complaint database on the 3<sup>rd</sup> of June 2020. Exchange of emails between LA and complainant shows communication from 2<sup>nd</sup> of June 2020 to 2<sup>nd</sup> of July 2020.

(The Lead officer for ALN) and colleagues had been working to explore the best way forward to find solutions to the difficulties the family faced. As part of this process, meetings had taken place with the lead officer, the family and/or the Assembly Member. Any questions raised in the meetings/communication by the family and/or Assembly Member have been investigated by the Local Education Authority (LEA) officers and/or lead officer and a response provided. Where discussions have taken place without the Assembly Member present. The lead officer ensured the Assembly Member was always kept up to date.

The timescale to find a suitable education setting for the children had taken longer than the complainant expected, but the LEA must follow the relevant policies/processes. An essential part of this process is to ensure all information has been received from all parties involved as this enables the LEA to gain a true understanding of how best we can support and identify the appropriate education setting that best suits the needs of both children. A setting for both children was identified.

The correspondence received in June 2020 was recorded by education and communication between the complainant and LA was maintained between June and July 2020. The LA worked with the complainant and/or Assembly Member to ensure the appropriate education setting was identified for both children.

Escalation to Stage 2 – A total of 45 points were raised within the Stage 2 complaint (23 for Child A, 21 for Child B and 1 relating to both children). In terms of the issues raised, all points were thoroughly investigated, and the complaint was not upheld:

#### **Lessons learnt:**

While the decision was made not to uphold the complaint in its entirety, there were areas where lessons will be learnt based on the following grounds:

Communication between school(s) and LA and parents can be improved. Expectations need to be clear and agreed between all parties to avoid doubt. Where expectations are not aligned or cannot be met this needs to be communicated clearly and the way forward agreed. Communication can be initiated by all parties, that is, the school, LA or parents.

The rationale for decision making needs to be clear. Where parents are unclear this must be raised in a timely way and clarified for the avoidance of doubt. Where decisions are made that are unclear there must be an agreed mechanism to raise any concerns and for these to be resolved before reaching a point of dispute or formal complaint.

Where requests are made for support or referrals made to other agencies parents should be aware of the outcome of such referrals through the relevant agencies process. If parents make any requests for support / involvement of other agencies through referrals and this is not deemed appropriate this should be clearly communicated. Where parents are able to make referrals this should be considered if the rationale provided is not agreed.

Statutory processes should be followed and where there is any change to timescales this should be clearly communicated with parents.

### 3. Identified relationships to Equalities or Welsh Language

#### Complaints that relate to the Equalities or Welsh Language protected characteristics

Characteristic Strand	Count Stage 1, Stage 2 & Escalated 1 to 2	Count Completed in Target Times	Percentage Completed in Target Times
Age	0	0	0
Disability	0	0	0
Gender Reassignment	0	0	0
Marriage and Civil Partnership	0	0	0
Pregnancy and Maternity	0	0	0
Race	0	0	0
Religion/Belief or Non-belief	0	0	0
Sex	0	0	0
Sexual Orientation	0	0	0
Welsh Language	0	0	0
<b>Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>

No specific characteristics links have been identified for this reporting period

### 4. Annex – Referrals to Ombudsman, complaints resulting from appeals and examples of relevant items (points to note) specific to this reporting period

Complainant contacted the Ombudsman in relation to the LEA failing to provide a response under Stage 2 of the Corporate Complaint’s Policy. Copy of the response sent to the complainant was provided to the Ombudsman and as a result, no investigation was required.

#### For further information, please contact

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