

## Appendix C - Customer Satisfaction Information

<b>Children and Young people Scrutiny Committee</b>		
<b>Date Range for Report</b>	1 <sup>st</sup> April – 30 <sup>th</sup> June 2011 (1 <sup>st</sup> January – 31 <sup>st</sup> March 2011)	
<b>Total number of complaints received across all LCC service area.</b>	271 (266)	
<b>Total number of complaints relating to <u>Children and young people Scrutiny Committee</u></b>	148 (159)	
<b>Service Area</b>	Schools	105 (110)
	Education	4 (5)
	Children Social Care	39 (44)
	Youth Service	0 (0)
<b>* Reason</b>		
	Breach of Confidentiality	2 (2)
	Conduct/Attitude/Rudeness of staff	4 (7)
	Delayed Assessment of Service Request	(1)
	Delay in Receiving Service	1 (2)
	Disagree with Assessment	2 (4)
	Disagree with Decision	1 (3)
	Disagree with Policy	1 (0)
	Insufficient Information Provided	1 (0)
	Insufficient Service	2 (1)
	Lack of Communication	4 (3)
	Lack Of Service	5 (11)
	Other	2 (2)
	Policy	(1)
	Procedure	13 (10)
	Quality of Service	1 (1)
	Refusal of Service	1 (0)
	Service Delay	1 (0)
	Standard of Care	1 (2)
	Undue Delay in Service Response	1 (2)
<b>How many complaints have not been resolved within service standard</b>	3 (3)	
<b>Number of complaints referred to Ombudsman</b>	0 (0)	

\* The reason codes for schools are unavailable this quarter.

This quarter shows that 71% of Children and Young People's complaints have been received in the Schools service area. Due to the reason codes for Schools being unavailable this quarter we are not able to see the reasons behind these complaints. Schools have had a slight decrease in the number of complaints received this quarter compared to the last. Education and Children's Social Care also received a decrease in the number of complaints received this quarter. Overall the total number of Children and Young People's complaints received this quarter has increased by 2%.

Further in-depth analysis, if required, is available by contacting the Quality and Performance team on 01522 782427 (ext 0427) or [Customer\\_Experience@lincolnshire.gov.uk](mailto:Customer_Experience@lincolnshire.gov.uk).