

CFS Complaints 2019-20 - summary

The number of Stage 1 Children's Social Care complaints has decreased since the previous year, however proportionately the number of complaints escalating to Stage 3 has increased.

Children's Social Care Complaints	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
Stage 1 Local Resolution	41	37	49	32	32	25
Stage 2 Investigation	5	8	9	10	9	8
Stage 3 Review Panel	6	2	2	1	5	6

In terms of the nature of complaints, issues relating to communication and staff conduct were the most common reasons for complaints.

The majority of the complaints were in relation to the Family Intervention and Support Service (most in the Children in Need Service), which is the largest service area.

Further information will be provided within the CFS Complaints Annual Report 2019-20, due to be completed by the end of December 2020.