

2020 - 21 Quarter 2 Complaints Information

During quarter 2 a total 40 complaints were received. Complaints across the Directorates are as follows:-

	Q2 19/20	Q3 19/20	Q4 19/20	Q1 20/21	Q2 20/21
Children Young Adults and Families	0	4	4	0	1
Adult and Forensic	5	2	4	3	11
Gender	55	24	21	12	25
Corporate	0	0	1	0	3
Total complaints	60	30	30	15	40

This has been an increase in the number of complaints received during the previous quarter, 15 complaints were received in Q1, 2020/21. Of the 40 complaints received in Q2 14 have been responded to, leaving 26 open.

Following the 'pause' in the complaints process in place from the end of March due to the coronavirus crisis a backlog of complaints has resulted. With many staff still working from home it has been difficult for staff to complete investigations so responses to complaints have been delayed. All complainants have been advised to expect a delay in the response to their complaint and that it is not possible to say when we will be able to respond to a complaint. Of the complaints that have been responded to four were upheld, two were partially upheld and eight were not upheld.

The themes of complaints include, lack of communication from the clinic, waiting times for appointments, unhappy with clinical treatment, lack of support from clinic, inaccuracies in clinical letter, attitude of member of staff, confusion over clinic policies, noise disturbance outside the clinic, discharge with no explanation, objection over the use of an image to advertise a course, objection to clinic offering honorary posts, concern over the ability of a child to give consent and delays in sending out referral letters.

Of the 40 complaints received in Q2 ten are clinical and could be considered complex. The response times for complex complaints is likely to be nearer a 40 working day response rather than the 25 working days for less complicated complaints. Due to COVID – 19 and the resulting complaints pause all complaint responses are taking longer as has been explained previously.

In addition to the formal complaints that require a full investigation and response from the Chief Executive we have also received several (approximately 6) informal complaints. These have been resolved to the satisfaction of the patient and subsequently they have not become formal complaints.