

Assessment and Care Management

Adults and Older People

Complaints Analysis January to July 2006

Contacts	Inquiries	Complaints	resolved
68	13	45	40=89%

The table shows that from January to July 2006 a total of 68 inquiry or complaint contacts were made to Adults and Older People Services.

Of these, 45 were complaints and 13 were in fact service inquiries or referrals.

40 Of the 45 complaints were resolved and 5 unresolved.

On investigation it was clarified that the 5 unresolved complaints were where the complainant had either not fully understood or were not happy with the service eligibility criteria, or where they were looking for a service that was not currently available.

Such inquiries are used to inform future service planning.