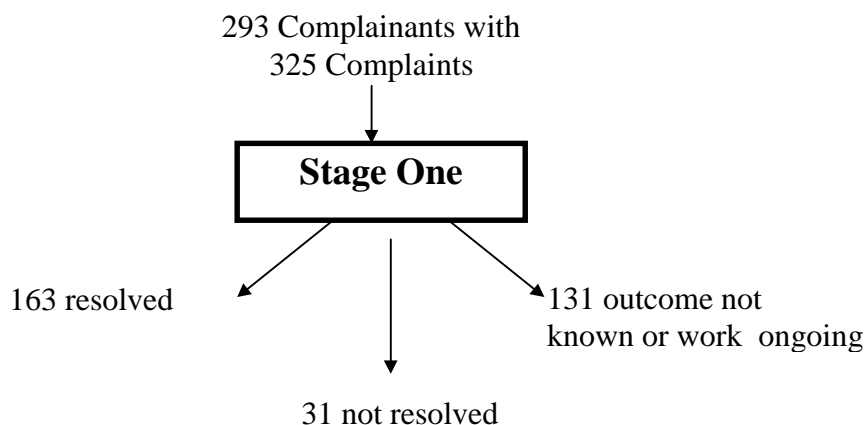


A. STAGE 1 COMPLAINTS

A1.

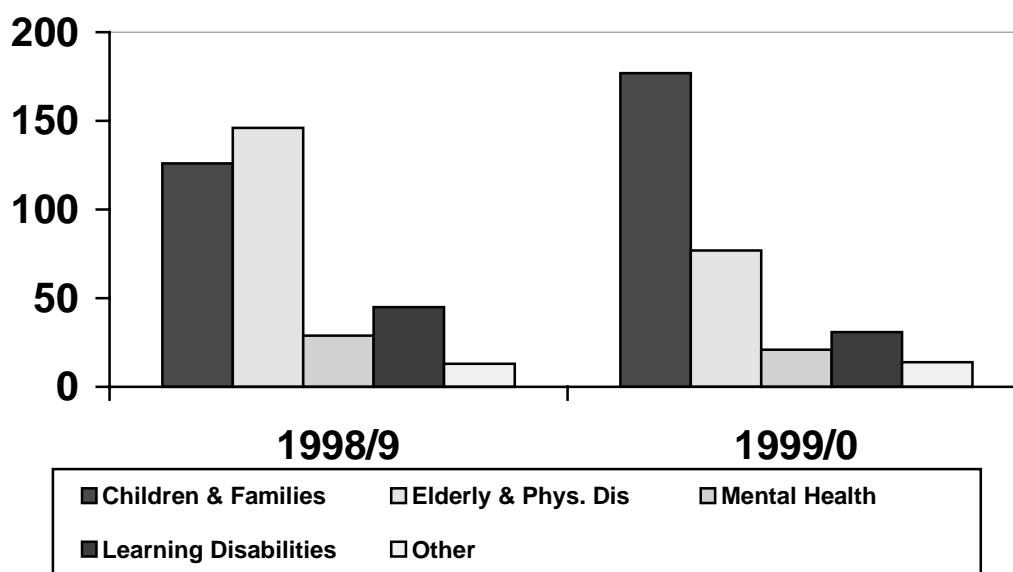


This includes complaints that some complainants took to stage 2 and those where complainants expressed dissatisfaction but chose not to go to stage 2 and 2 complainants who agreed to mediation

A2.

Number of Complainants	HCC Services	Districts
Children & Families	27	123
Elderly & Phys.Dis.	6	71
Mental Health	6	15
Learning Disabilities	19	12
Other	4	10
Total	62	231

Number of Complainants at Stage 1

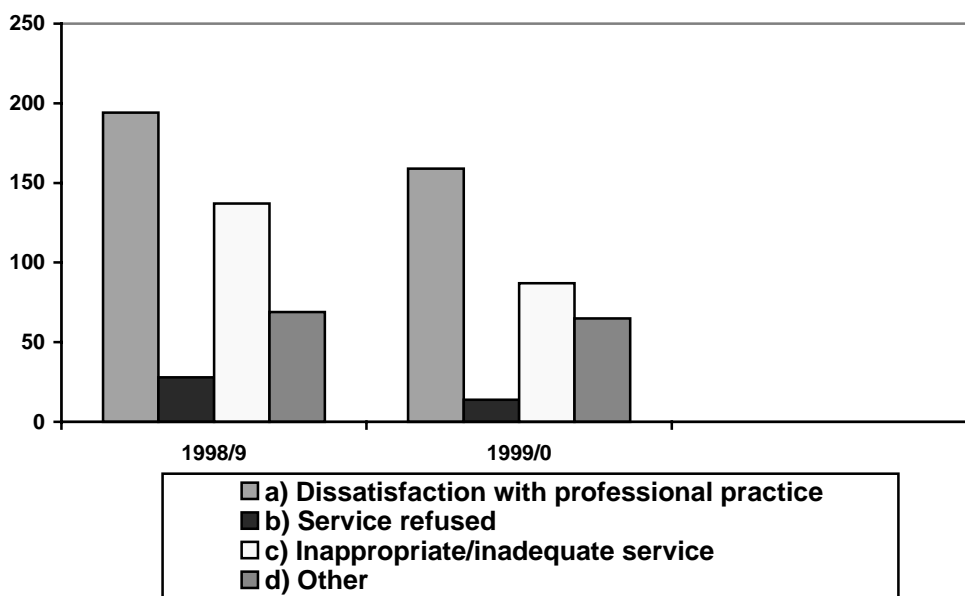


STAGE 1 COMPLAINTS

A3.

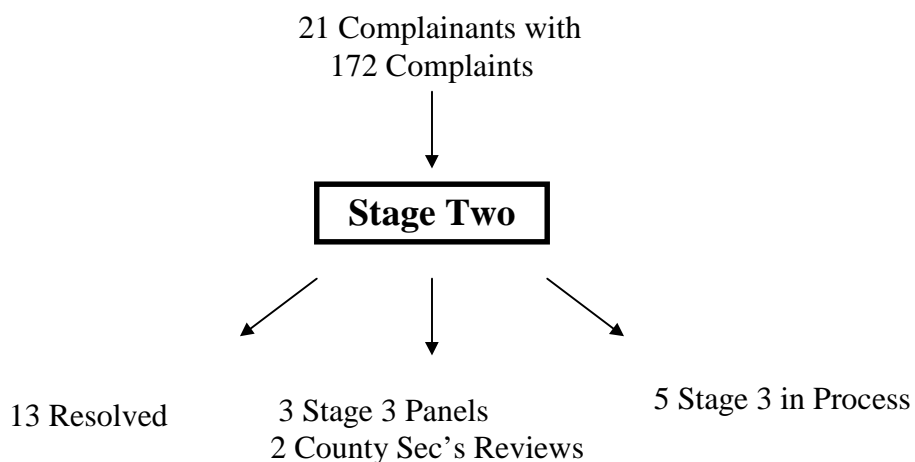
Overall Number and Nature of Complaints

Nature of Complaints	Services	Districts
a) Dissatisfaction with professional practice	28	131
b) Service Refused	4	10
c) Inappropriate/ inadequate service	17	70
d) Other	20	45
Total	69	256



B. STAGE 2 COMPLAINTS

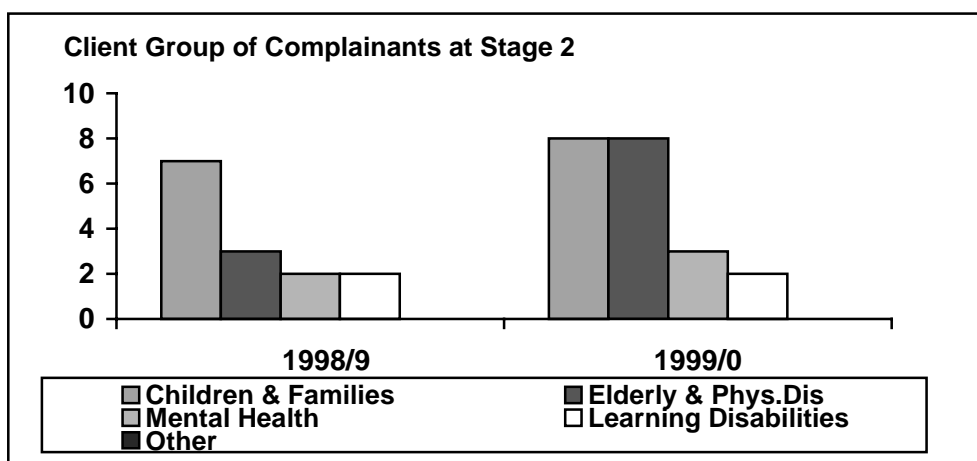
B1.



Of these 1 panel and 1 review by County Secretary were held for Stage 2 investigations that took place in 1997 and 1998.

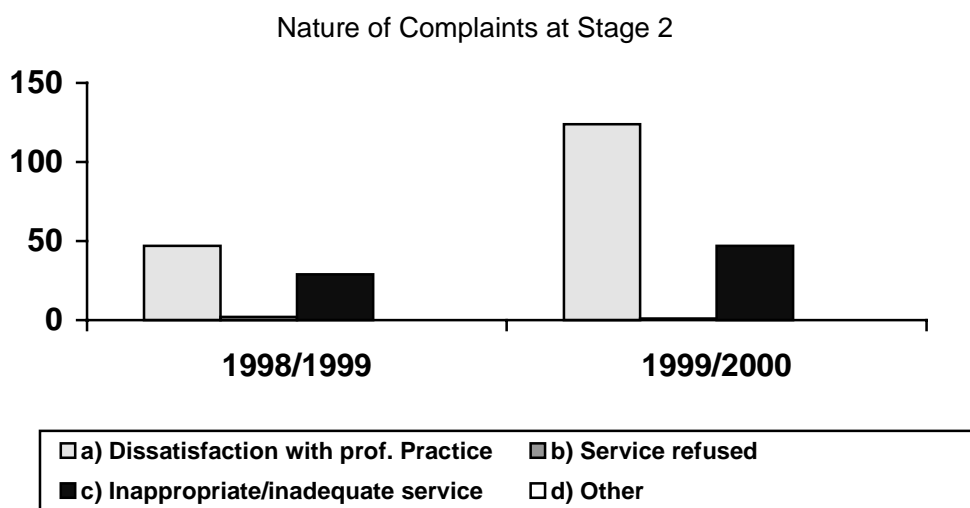
B2. Stage 2 Complainants

Number of Complainants	Services	Districts	R & I	Total
Children & Families	0	8	0	8
Elderly & Phys.Dis.	1	6	1	8
Mental Health	0	3	0	3
Learning Disabilities	0	2	0	2
Other	0	0	0	0
Total	1	19	1	21



B. STAGE 2 COMPLAINTS**B3.**

Nature of Complaints	Districts	Services	R & I
Dissatisfaction with professional practice	117	6	1
Service Refused	1	0	0
Inappropriate/inadequate service	47	0	0
Other	0	0	0
Total	165	6	1

**B4. Time scales of Stage 2 Complaints**

Time from clarification to final response	1999/00
within 28 days	3
within 42 days	5
within 84 days (3 months)	8
Beyond 3 months	5
Total	21

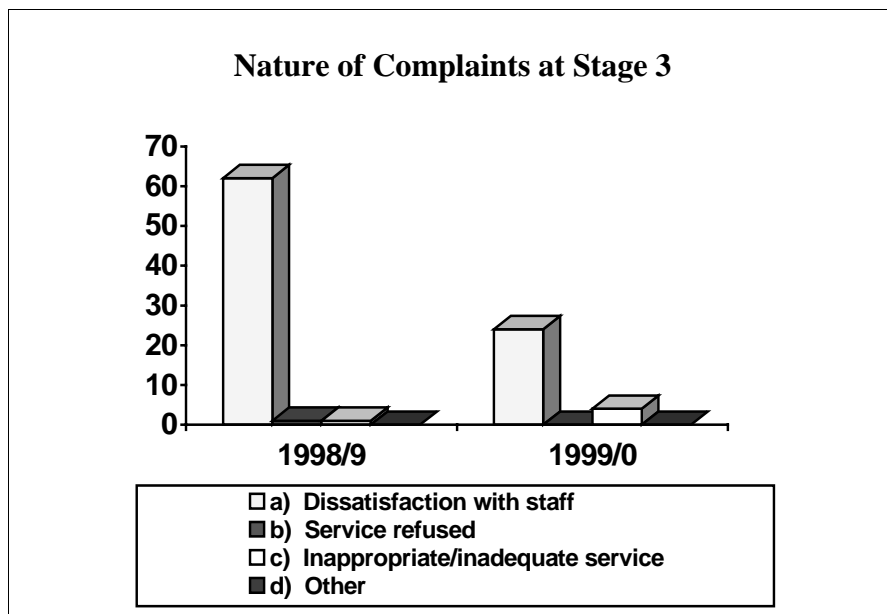
C. STAGE 3 REVIEW PANELS

C1.

	1998/99	1999/00
Stage 3 complaints		
- reviewed by panel	3	3
- reviewed by County Secretary	1	2
Total	4	5
- Pending ongoing work towards resolution	2	5

Note : 2 Complainants had complaints reviewed by County Secretary's Department and 1 Panel and 1 Review by County Secretary concerned complaints investigated in 1997 and 1998

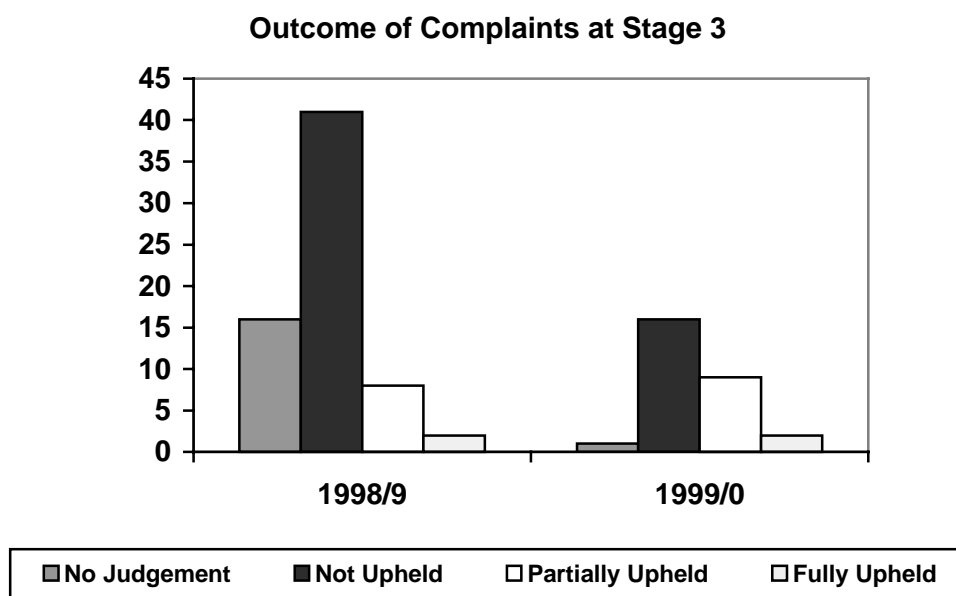
C2.



(Note 1 in 1998/9 one Complainant presented 60 Complaints)

C. STAGE 3 REVIEW PANELS

C3.



C4 Numbers of Complaints and Outcome of Stage 3 Reviews

Stage 3 Review Panel	Number of Complaints Received	Numbers of Findings varied	Fully Upheld	Not Upheld	Partially Upheld	No Judgement
1	8 of 10	1 of 8	0	5	3	0
1	18 of 21	6 of 18	2	10	5	1
1	3 of 3	0 of 3	0	3	0	0

C5 Numbers of Complaints and Outcome of Stage 3 Reviews by County Secretary

Stage 3 Review Panel	Number of Complaints Received	Numbers of Findings varied	Fully Upheld	Not Upheld	Partially Upheld	No Judgement
1	2 of 2	0 of 2	0	1	1	0
1	6 of 6	0 of 6	1	5	0	0

D. ADDITIONAL STATISTICAL INFORMATION**D1. Numbers of Complaints Reviewed by the Ombudsman**

OMBUDSMAN	1998/9	1999/0
No mal-administration	4	1
Referred back to complaints procedure/other proceedings	4	10
Under investigation	2	0
Ombudsman discretion not to continue	0	4
Total	10	15

D2. Numbers of Complaints Recorded by other Local Authorities in 1997/8

Complainants per 100k population 1999/00	Stage1	Stage 2	Stage 3
Hertfordshire	28	2.0	0.2
Bedfordshire	18	0.4	0.0
Buckinghamshire	19	2.5	1.1
Cambridgeshire	96	5.2	0.7
Essex	17	2.6	N/K
Oxfordshire	21	5.5	0.6

D3. Number of Compliments Recorded by the Department

COMPLIMENTS	1998/9	1999/0
Districts	107	177
Services :		
- Childrens	14	32
- Adults	33	94
- Other	8	
Total	162	303

A. COMPARATIVE DATA**A1.**

Stage 1 Complainants – Districts	1998/99	1999/00
Broxbourne (incl EDT)	20	19
Dacorum (incl Hemel Hosp)	16	14
East Herts	27	18
Hertsmere	29	28
North Herts	51	27
St Albans (incl Orange Badge)	28	12
Stevenage (incl Lister)	49	14
Three Rivers	17	30
Watford	40	32
Welwyn & Hat. (incl QEII)	20	37
Total	297	231

Note: Records of Stage 1 complaint from External Providers are not included in this report.

A2.

Stage 1 Complainants - Services provided by Herts. County Council	1998/99	1999/00
Children	19	27
Adults	45	35
Total	64	62

**B. Herts Social Services - Services Stage 1 complainants.
Details of service / service unit**

B1.

Stage 1 Complainants – HCC Children’s Services	1999/0
101 Datchworth Turn	3
Burydale	8
Durrants Hill	4
Family Placement	3
Stanfield	6
Woolmer Drive	3
TOTAL	27

B2.

Stage 1 Complainants – HCC Adults’ Services	1999/0
Baldock	2
Borehamwood Day Centre	7
Broxbourne Day Centre	1
Butterwick	3
Community Support Teams	4
Geddings	1
Home Mobility	1
Hornbeam	1
Jarman Centre	2
Leyden House	2
Little Bushey Lane	1
Northwick Day Centre	4
Orchards	1
Roe Hill House	1
Scarborough House	1
St Michaels House	1
Stevenage RC	1
Watford Home Care	1
TOTAL	35

TOTAL A3 + A4

62