

Annex B - summary of upheld complaints

Education and learning

15 May 2023

- **Complaint:** Mr X complained that the council did not provide education for his daughter, Y, since January 2022, failed to deliver the full EHCP provision, missed statutory timescales and communicated poorly.
- **Outcome:** The council failed to provide education until tribunal appeal rights were engaged, missed statutory deadlines and did not communicate well.
- **Remedy:** The council apologised, made a symbolic payment, ensured provision for Y and updated its policies.

4 September 2023

- **Complaint:** Mrs X complained about delays in completing her son's EHCP after the annual review and in releasing payments for alternative education.
- **Outcome:** The council was at fault for delays, causing frustration and distress.
- **Remedy:** The council made a symbolic payment to Mrs X, issued the EHCP and made improvements to the EHCP process.

6 October 2023

- **Complaint:** Mrs X complained that the council failed to deliver specialist services outlined in her daughter's EHCP since June 2021.
- **Outcome:** The council failed to provide suitable education, causing frustration and missed education.
- **Remedy:** The council apologised, made a symbolic payment and provided guidance to officers.

19 October 2023

- **Complaint:** Miss X complained that the council did not properly assess her child during the EHCP process and failed to ensure delivery of EHCP provisions.
- **Outcome:** The council failed to consider its duty to provide alternative education.
- **Remedy:** The council apologised, made a symbolic payment and reviewed its process regarding alternative education provision.

2 November 2023

- **Complaint:** Ms X complained about delays in issuing a decision letter and the final EHCP after the annual review.
- **Outcome:** The council was at fault for the delays, causing distress and uncertainty.
- **Remedy:** No further action required as the council had apologised, made a symbolic payment and implemented service improvements.

29 November 2023

- **Complaint:** Mrs X complained that the council failed to arrange suitable alternative education for her son, Y, and mishandled her complaints and its communication with Y's GP.

- **Outcome:** The council was at fault for its handling, leading to missed education and distress.
- **Remedy:** The council apologised, made a symbolic payment and reviewed its procedures.

21 December 2023

- **Complaint:** Mrs X complained that the council failed to arrange EHCP provision for her child.
- **Outcome:** The council agreed to a proportionate remedy without further investigation.
- **Remedy:** The council apologised, refunded expenses incurred by Mrs X and made a symbolic payment.

Adult Social Care

25 April 2023

- **Complaint:** Mr X complained that the council failed to safeguard his adult son, Mr Z, from harm by his housemate in supported living.
- **Outcome:** The council failed to properly consult on Mr Z's living situation, causing uncertainty.
- **Remedy:** The council apologised, made a symbolic payment and conducted a fresh assessment of Mr Z's living situation.

Children's Social Care

5 June 2023

- **Complaint:** Mr and Mrs X complained that the council did not properly consider the financial support they were entitled to for caring for their grandchildren.
- **Outcome:** The council failed to regularly check in with Mr and Mrs X about their financial situation, leading to uncertainty.
- **Remedy:** The council apologised and reassessed the financial support.

16 June 2023

- **Complaint:** Miss X complained that the council failed to follow the Children Act complaints procedure.
- **Outcome:** The council acknowledged its failure to follow the procedure.
- **Remedy:** The council agreed to follow the correct procedure, resolving the matter.

25 October 2023

- **Complaint:** Mrs X complained that the council failed to provide appropriate support, follow proper procedures in assessments and child protection investigations, and communicated poorly with her.
- **Outcome:** The council's failures in communication, support and use of procedures caused injustice.
- **Remedy:** The council made a symbolic payment, reimbursed expenses incurred by Mrs X and reviewed relevant assessments.

Climate Change

21 March 2024

- **Complaint:** Mr B complained that the council's contractor failed to complete gas works at his property and the council refused to pursue the delay or provide information.
- **Outcome:** The council had some delay in processing the application but was not at fault in considering the complaint.
- **Remedy:** The council apologised and made a symbolic payment.