

	Total Received in last quarter	Total Closed in last quarter
Local Authority	6	8
NHS	9	5

Local Authority

Service	Upheld	Partially Upheld	Not Upheld	Grand Total
Community Care Finance	0	0	2	2
Head of Service	0	2	3	5
Care at Home	0	1	0	1

Stage	Upheld	Partially Upheld	Not Upheld	Total	%	Average Time Working
Frontline	0	1	5	6	75	21.67
Investigative	0	2	0	2	25	54.00
Escalated Investigative	0	0	0	0	0.0	

Stage	Complaints within timescale	%
Frontline	0	100
Investigation	0	100

NHS

Service	Upheld	Partially Upheld	Not Upheld	Grand Total
Community Nursing	0	0	1	1
GMED	3	0	0	3
Adult Mental Health	0	0	1	1

Stage	Upheld	Partially Upheld	Not upheld	Total
Early Resolution	0	0	1	1
Investigation	3	0	1	4
Ombudsman	0	0	0	0

Stage	Complaints within timescale	%
Early Resolution	1	100
Investigation	2	40

**Overview of action taken / learning outcome from closed complaints during quarter 4 (2020/21)**

- Monthly multi-disciplinary meetings set up
- Communication improvements
- Education / training of staff
- Access Improvements: system changes