



Response to Request for Information

Reference FOI 081587
Date 18 August 2015

Complaints against Social Workers

Request:

I am making this request under the Freedom of Information Act 2000.

How many complaints have you received against social workers in the last five years?

Can this be broken down by year along with a quick note as to what the complaint was regarding?

Response:

In response to your request, we can confirm the following information of formal complaints for the period 1st April 2010 to 31 December 2015.

Children and family services

15 relating to Conduct/Attitude

Adult Social Care

16 relating to Conduct/Attitude

It must be noted that certainly in children's social care where intervention is not usually welcomed, most complaints will detail the social worker in some form whether it be about the conduct/attitude (due to the delivery of unwanted information) or disagreeing with the contents of a report or the process/procedure of social care.

We have therefore only detailed for both Children and Adult Social Care where they specifically complain about the conduct/attitude of the social worker rather than the disagreeing with the process of intervention.

Many complaints have multiple elements which may cross several categories however the overarching category is used to record the complaint.

[NOT PROTECTIVELY MARKED]

It would be impossible and far time consuming to revisit every single complaint and to consider if there is any element relating to the social worker amongst the complex and detailed complaint other than the single category used.