



Aberdeen City Health & Social Care Partnership  
*A caring partnership*



## **Aberdeen City Health and Social Care Partnership**

### **Clinical and Care Governance**

**Quarter 3 2024-2025**

**(Oct – Dec 2024)**



*Complaints are registered with ACHSCP through either NHS Grampian or Aberdeen City Council (ACC). This is a draft report that currently includes only data from ACC. A separate NHSG report will be published on the ACHSCP website.*

## Feedback (ACC)

A total of 13 complaints were received by Aberdeen City Council (ACC) for the Aberdeen City Health and Social Care Partnership. 9 out of the 13 complaints received have been closed (4 of which are within timescale, and 4 within interim), while 4 complaints are still opened, see Table 1. In comparison, the previous quarter (Q2-2024/25) received a total of 11 complaint, which were all closed as at the time of report. In regards to timescale, 31% of complaints this quarter are within timescale compared to 55% for previous quarter and 31% within interim compared to 45% in the previous quarter.

Table 2 outlines the outcomes of the 9 closed complaints, with 2 complaint being upheld (in stage 2), 4 complaints not upheld (1 complaint- Stage 1, 2 complaints- Stage2 & 1 complaint- Escalated stage 2) , 1 complaint partially upheld in stage 2 and 2 complaints resolved in Stage 1. Of the 11 closed complaints received for Q2-2024/25, 3-Upheld, 5-Not Upheld, 1-Partially Upheld and 2-Resolved.

Table 3 outlines complaints split by category (note that complaints may be allocated to more than one category at a time); the highest complaint category being poor communication at 41%. Followed by quality of service (24%), amount of service provision (14%), finance/ cost issues (7%), staff conduct/ attitude (7%), council policy (3%), and refusal/ withdrawal of services (3%).



Table 4 shows the split of 13 complaints received by services, 2 complaints each for Care Management-Response, Care Management-West, Adults Duty Team, Adults Learning Disability, and 1 complaint each for Care Management-ARI, Care Management-North, Care Management-Review, Adults Senior Management Team and Adults Mental Health.

**Table 1: Complaints categorised by stages (ACC)**

Complaint	Stage 1	Stage 2	Esc Stage 2	All
Received	3	9	1	13
Closed	3	5	1	9
Within Timescale	2	2	0	4
Within Interim	0	3	1	4
<b>% Within Time</b>	<b>67%</b>	<b>22%</b>	<b>0%</b>	<b>31%</b>
<b>% Within Interim</b>	<b>0%</b>	<b>60%</b>	<b>100%</b>	<b>31%</b>
<b>Overall</b>	<b>67%</b>	<b>82%</b>	<b>100%</b>	<b>62%</b>
<b>Days Active</b>	17	157	60	234



**Table 2: Complaints received- overall outcome (ACC)**

Overall Outcomes	Stage 1	Stage 2	Esc Stage 2	All
Upheld	0	2	0	2
Not Upheld	1	2	1	4
Partially Upheld	0	1	0	1
Resolved	2	0	0	2
Sum				9

**Table 3: Complaints received- split by category (ACC)**

Categories	Stage 1	Stage 2	Esc Stage 2	All	%
Amount of Service Provision	1	3	0	4	14%
Breach in Confidentiality	0	0	0	0	0%
Council Policy	0	1	0	1	3%
Delay in Services	0	0	0	0	0%



Difficulty in Accessing Services	0	0	0	0	0%
Discrimination	0	0	0	0	0%
Finance / Cost Issues	0	2	0	2	7%
Non-Allocation / access to staff	0	0	0	0	0%
Poor Communication	2	9	1	12	41%
Quality of Info Provided	0	0	0	0	0%
Quality of Service	0	6	1	7	24%
Refusal / Withdrawal of Services	0	1	0	1	3%
Service Closure	0	0	0	0	0%
Staff Conduct / Attitude	0	2	0	2	7%
<b>Total Points</b>				<b>29</b>	



**Table 4: Complaints received- split by services (ACC)**

Team	Stage 1	Stage 2	Esc Stage 2	All
Senior Management	0	0	0	0
Care Management - ARI	0	1	0	1
Care Management - Response	1	1	0	2
Care Management - North	0	1	0	1
Care Management - South	0	0	0	0
Care Management - Central	0	0	0	0
Care Management - West	1	1	0	2
Care Management - Review	0	1	0	1
Adults Duty Team	1	0	1	2
Adults Justice Social Work	0	0	0	0
Adults Senior Management Team	0	1	0	1
Sum				13