



Aberdeen City Health & Social Care Partnership
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Feedback and Complaints

Quarter 1 2024-2025

(April – June 2024)



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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.

A total of 9 complaints were received by Aberdeen City Council (ACC) for the Aberdeen City Health and Social Care Partnership for Q1-2024/25. All 9 complaints have been closed (6 of which are within timescale, and 3 within interim, Table 1).

Table 2 outlines the outcomes of the 9 closed complaints, with 2 complaint being upheld (in stage 2), 4 complaints not upheld (2 complaint- Stage 1, 1 complaints- Stage2 & 1 complaint- Escalated stage 2) , and 3 complaints resolved (all 3 complaints are in Stage 1).

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 staff conduct /attitude (36%), followed by poor communication (27%), and refusal/withdrawal of services (18%), quality of service and delay in services (9% each).

Table 4 shows the split of the 9 complaints received by services, 2 complaints each for Care Management- Response, Central & West and 3 complaints for Adult Justice Social Work.



Table 1: Complaints categorised by stages (ACC)

Complaint	Stage 1	Stage 2	Esc Stage 2	All
Received	5	3	1	9
Closed	5	3	1	9
Within Timescale	4	2	0	6
Within Interim	1	1	1	3
% Within Time	80%	67%	0%	67%
% Within Interim	20%	33%	100%	33%
Overall	100%	100%	100%	100%
Days Active	33	75	28	136

Table 2: Complaints received- overall outcome (ACC)

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



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Resolved	3	0	0	3
Sum				9

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

Categories	Stage 1	Stage 2	Esc Stage 2	All	%
Amount of Service Provision	0	0	0	0	0%
Breach in Confidentiality	0	0	0	0	0%
Council Policy	0	0	0	0	0%
Delay in Services	0	1	0	1	9%
Difficulty in Accessing Services	0	0	0	0	0%
Discrimination	0	0	0	0	0%
Finance / Cost Issues	0	0	0	0	0%



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Non-Allocation / access to staff	0	0	0	0	0%
Poor Communication	2	1	0	3	27%
Quality of Info Provided	0	0	0	0	0%
Quality of Service	0	1	0	1	9%
Refusal / Withdrawal of Services	1	0	1	2	18%
Service Closure	0	0	0	0	0%
Staff Conduct / Attitude	3	1	0	4	36%
Total Points				11	

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	0	0	0



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Care Management - Response	0	1	1	2
Care Management - North	0	0	0	0
Care Management - South	0	0	0	0
Care Management - Central	1	1	0	2
Care Management - West	1	1	0	2
Adults Duty Team	0	0	0	0
Adults Justice Social Work	3	0	0	3
Adults Learning Disability	0	0	0	0
Adults Mental Health	0	0	0	0
Sum				9