

Local Government &
Social Care
OMBUDSMAN

Caring about Complaints 2021

A review of the last year

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Local Government and Social Care Ombudsman

What three words describe how you feel when you hear the word complaint?



The power of public concerns

- To reassure care users that their views still count
- To give you free feedback on what is working and what isn't
- To demonstrate high standards to commissioners and regulators
- To change things for the better, for everyone



546

Significant service improvements last year.

**A
consultant
without
the cost**

Last year in numbers

- We function like an impartial court or tribunal, but without the cost, formality or lawyers
- We are the end of the line for care complaints
- We only get involved when local processes are exhausted

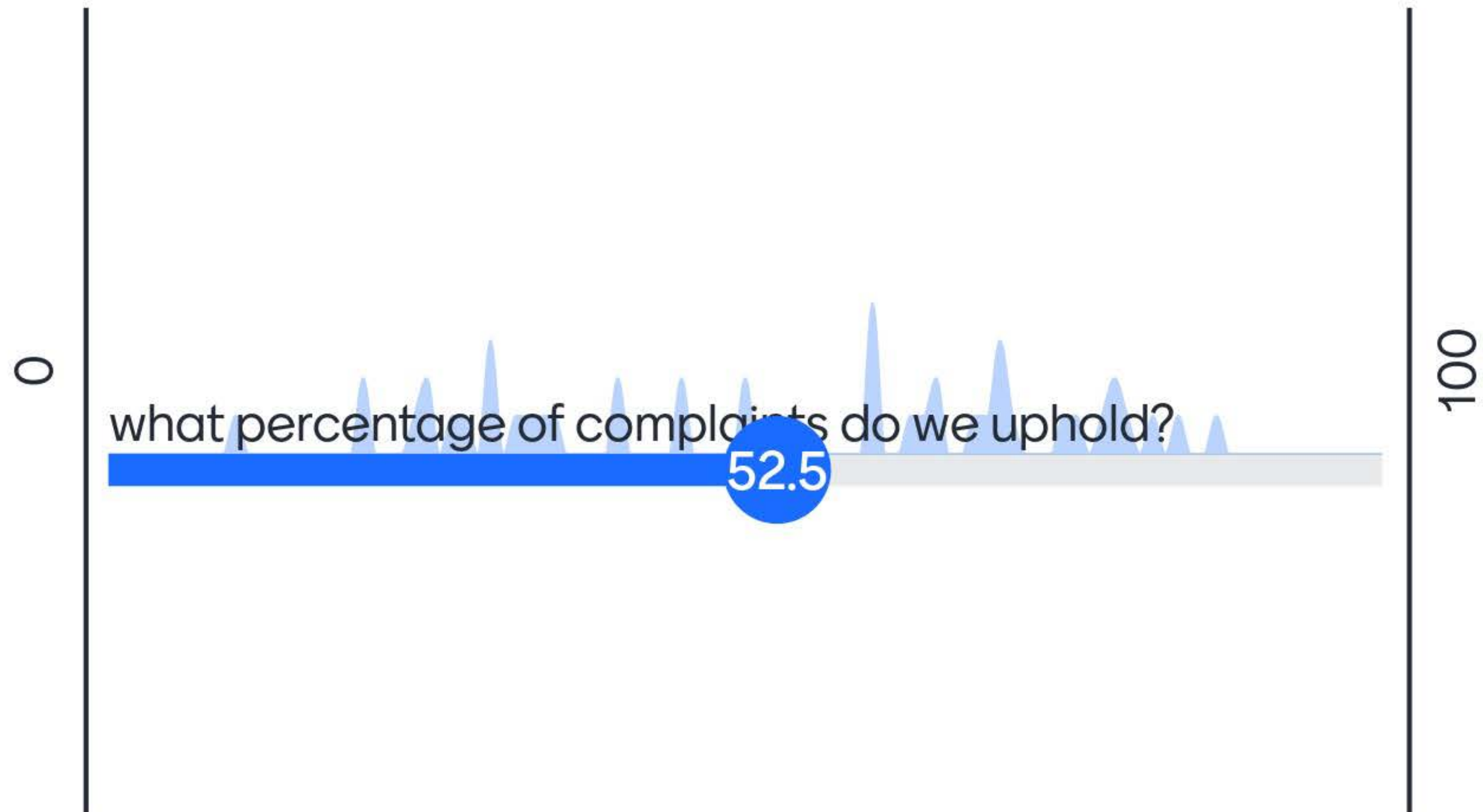
2000

Complaints and enquiries about unresolved care disputes

270

From self funders

When we investigate a complaint



72

We uphold 72% of all the cases we investigate

The good news



1



99

Our recommendations are not binding - but were implemented in 99.8% of cases

Sheffield

Council and Providers helping to signpost to complaints



Durham

Training for all commissioned care providers

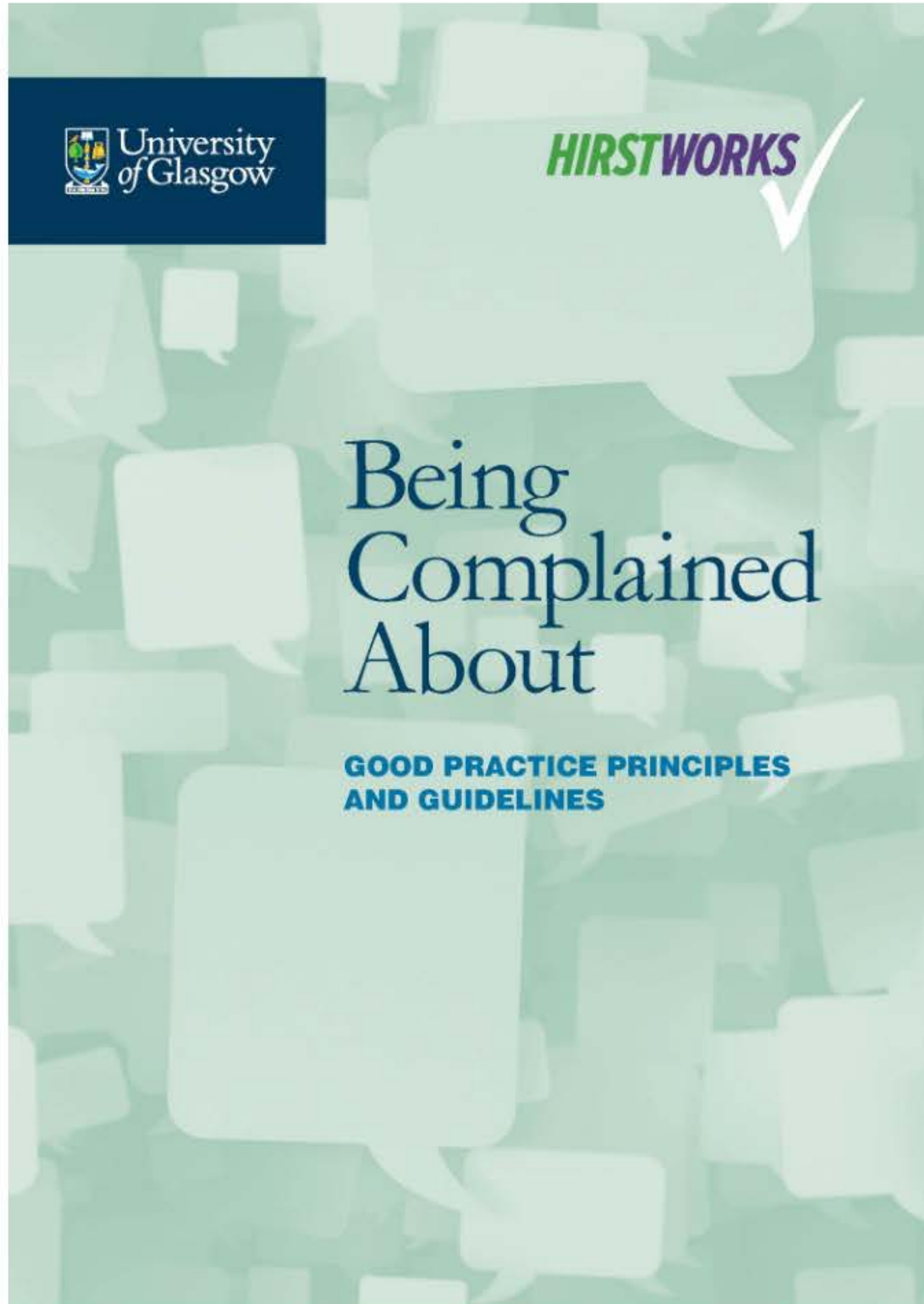




Being on the receiving end of a complaint

- We recognise this is hard - especially in a small workplace
- Can impact on morale, confidence and relationships
- We are impartial - we care about both parties
- We seek truth and justice, not personal blame
- The right to be respected and heard applies to both sides





**Thank you for all you
do to make the system
work for those that
need it most**

Which of these statements apply to your situation?



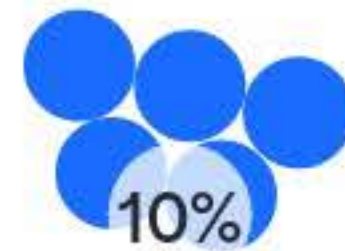
I don't have the time I would like to deal with complaints



I need more staff to help deal with complaints



I have all the resources I need to handle complaints



All our staff have been trained to deal with complaints



Senior managers aren't interested in learning from complaints

Cracks in the complaint system

- There is great work being done, but...
- Agreed remedies were late in nearly one in five cases
- Complaints teams tell us they are overstretched – even before Covid
- First time in a decade had repeat noncompliance from two providers
- If public lose trust in the current system of cooperation and respect:

It's up to us
all to make
the current
system work

