

**Regulation and Review Committee
Panel**

9 April 2018

Present: Councillor P Earley (Chair)
Councillors John Hunter, T Mulvenna and J O'Shea.

RQ120/04/18 Apologies for Absence

There were no apologies for absence reported.

RQ121/04/18 Declarations of Interest and Dispensations

There were no declarations of interest or dispensations reported.

RQ122/04/18 Exclusion Resolution

Resolved that under Section 100A(4) of the Local Government Act 1972 (as amended) and having applied a public interest test in accordance with Part 2 of Schedule 12A the press and public be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Act.

RQ123/04/18 Stage Three Corporate Complaint - Ref: 102158142

The committee met to consider a complaint submitted against the Council's Children, Young People and Learning Service. The complainant had requested that the complaint proceed to Stage 3 of the Council's Corporate Complaints Procedure, which involved a hearing by the committee.

The officers in attendance were Jodie Henderson, Senior Manager Looked After Children, Leaving Care and Performance and Yvette Monaghan, Senior Manager Customer, Governance and Registration. Another officer from the Customer Liaison Team was also in attendance (in an observation capacity).

The complainants had indicated prior to the meeting that they would not be attending. The committee members had been provided with a copy of the service area and complainant submission.

On behalf of the Children, Young People and Learning Service, Ms Henderson set out the basis of the complaint which related to an appeal of the financial assessment made in relation to care arrangements for the complainants nephew and failures to provide responses and documentation within a reasonable timeframe. Ms Henderson also set out the aspects of the complaint that had been resolved and matters that the complaints felt had still not been addressed.

Members also asked questions of the officer and sought clarification on a number of points.

In the absence of the complainant, Ms Monaghan set out key parts of their submission.

Following the conclusion of questioning, officers left the meeting to enable the committee to determine the complaint in private.

The committee considered all the evidence presented at the meeting both written and verbal and noted the steps that had been taken to resolve the complaint at stages 1 and 2 of the complaints process.

Resolved that (1) the complaint against the Health, Education, Care and Safeguarding Service be upheld in part; and
(2) the Senior Manager, Customer, Governance and Registration be instructed to arrange for the Children, Young People and Learning Service to make a payment of £500 in recognition of the length of time taken to deal with the appeal and subsequent complaint and the impact this had.
(3) a further letter be sent from the service area to the complainant providing an explanation of several outstanding issues relating to sharing of information and delays in the process.