

NCC-035871-18 - Home care complaints

Customer email:

To Whom it may concern,

Under the Freedom of Information Act 2000, Please tell me:

1. How many complaints you have received related to carers failing to turn up to a domiciliary HOME care visits on time e.g. a complaint about a carer arriving late in...

A. so far in 2019 (Up until 23/1/2019)

B. 2018

C. 2017

D. 2016

2. How many of these involved a carer turning up over 1 hour late in:

A. so far in 2019 (Up until 23/1/2019)

B. 2018

C. 2017

D. 2016

3. Out of these what was the longest wait a service user had to wait for a carer to arrive at their when late:

A. so far in 2019 (Up until 23/1/2019)

B. 2018

C. 2017

D. 2016

- 4.. How many complaints have you received related to carers failing to turn up to a domiciliary care visit at all in:

A. so far in 2019 (Up until 23/1/2019)

B. 2018

C. 2017

D. 2016

If you do not provide the information requested, you must explain the legal basis for the information being withheld. If you decline part of the request due to information being sensitive, the request being too vague, or reasonable cost being exceeded, you must still

provide the part you can fulfil.

I look forward to hearing from you.

Many Thanks,

Dear Requester,

Further to your recent request for information under the Freedom of information Act, please see attached all information held by Nottinghamshire County Council in relation to your query.

We trust this now resolves your enquiry, however should you have any further queries please do not hesitate to contact me directly on the details below.

Nottinghamshire County Council regularly publishes previous FOIR, s and answers on its website, under Disclosure logs. (see link)

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or email complaints@nottscc.gov.uk .

Kind Regards