

This matter is being dealt with by:

**Name Jilly Walden**

Reference: NCC-033988-18

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W [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)



**Nottinghamshire  
County Council**

**Private & Confidential**

**To be opened by addressee only**

16<sup>th</sup> October 2018

**Request for Information: Ref NCC-033988-18**

**Number of complaints received about children's social services**

Thank you for your request for information relating to the number of complaints received about children's social services. I can now let you have the following information in response to the questions you raised.

- 1. For each of the five financial years 13/14, 14/15, 15/16, 16/17, 17/18 What was the total number of complaints your council received about children's social services? Please note, I'd like a breakdown for each financial year rather than a five-year total.**
- 2. For each of the five years please state how many were A: upheld B: Partially upheld**

	<b>Total Received</b>	<b>Upheld</b>	<b>Partially Upheld</b>
<b>2013/14</b>	304	47	127
<b>2014/15</b>	270	47	84
<b>2015/16</b>	310	61	98
<b>2016/17</b>	274	79	130
<b>2017/18</b>	383	63	93

- 3. For each of the five financial years how many complaints were made about an assessment of a child or any other action taken by the council under section 17 of the Children Act? Please note Nottingham County Council does not recorded this information, therefore information not held.**
- 4. For each of the five financial years how many of these complaints were A: upheld B: partially upheld. Please note Nottingham County Council does not recorded this information, therefore information not held.**
- 5. For each of the five financial years how many complaints were made about an enquiry or any other action taken by the council under section 47 of the children act 1989? Please note Nottingham County Council does not recorded this information, therefore information not held.**
- 6. For each of the five financial years how many of these complaints were A: upheld B: partially upheld. Please note Nottingham County Council does not recorded this information, therefore information not held.**

We hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly using the contact details below. In addition and for future reference Nottinghamshire County Council regularly publish previous Freedom of Information Requests and answers on our website, under Disclosure logs, available at the following link:

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

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](mailto:complaints@nottscc.gov.uk).

Yours sincerely

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Position Complaints information and Mediation Officer  
Nottinghamshire County Council