

SOCIAL WORK (COMPLAINTS REVIEW) SUB – 24 November 2017

Motherwell, 24 November 2017 at 10.30 am.

A Meeting of the **SOCIAL WORK (COMPLAINTS REVIEW) SUB-COMMITTEE**

PRESENT

Alex Baird, George Fairbairn and Rev. James Grier.

CHAIR

The Sub-Committee agreed in terms of the regulations, that Rev. James Grier be appointed as Chair of the meeting.

IN ATTENDANCE

The Democratic Services Manager.

Representing Housing and Social Work Services – Acting Manager, Quality Assurance and Locality Social Work Manager.

It was agreed in terms of Section 50A(4) of the Local Government (Scotland) Act 1973, that the public be excluded from the meeting for the following item on the grounds that the business involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 7A of the Act.

COMPLAINT AGAINST SOCIAL WORK SERVICES BY JM

1. There was submitted a report by the Head of Adult Social Work Services outlining the background of the complaint against Social Work Services and a response to the complaint. There was also submitted written documents by the complainant.

The Sub-Committee established and outlined the procedural matters and agreed the basis of the complaint.

The Sub-Committee noted that the complainant was not in attendance but requested that officers representing Social Work Services be present to provide information on matters of fact and to provide clarity to a number of questions posed by the Sub-Committee.

The Sub-Committee then, following full consideration of all material submitted, proceeded to determine the complaint and made recommendations all as listed in the report on the complaint.

Decided: that the report be made available to both parties for comment and thereafter the report and recommendations contained therein, together with all comments received, be submitted for consideration by the Social Work Sub-Committee.