



# Careline Basildon

## Emergency Care Alarm Service



### COMPLAINTS REVIEW (PERFORMANCE INDICATOR) 6 FEBRUARY 2006

Number of complaints in 2005	4
Number dealt with within published timescales	4
Expected number of complaints in 2006	10

Assessed by: Frances Barbour, Nigel Burris

#### Analysis

Careline has done well to receive so few complaints, most of which were made in the early part of the year. Each complaint was dealt with in line with the Complaints procedure, and all complaints were resolved satisfactorily.

#### Complaint categories\* –

1 – Delay	0
2 – Standard of work	4
3 – Staff/contractor attitude	0
4 – Lack of communication	1
5 – Other	0
6 – MP/Councillor involvement	0

\*As set by Basildon District Council

Date of next review: January 2007

#### Review of procedure

The current Complaints procedure was assessed and no changes were felt to be necessary.

Assessed by: Frances Barbour, Nigel Burris

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