

FOI 3587

16<sup>th</sup> February 2026

## **FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST**

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**Please provide a breakdown of complaints recorded in relation to Social Services for the period 2020–present in comparison to other services.**

**Specifically, I am requesting:**

- 1) The total number of complaints received.**
- 2) The number of complaints relating specifically to Social Services.**

**Please include; Where available, a breakdown by:**

***Adult Social Services***

***Children's / Family Social Services***

***The outcome of complaints (e.g. upheld, partially upheld, not upheld), if recorded.***

### **Response:**

Complaints are recorded on the Datix Risk Management System within the Southern Health and Social Care Trust.

- 1) The total number of formal complaints received in the SHSCT has been provided and is broken down by calendar year, in the table below.
  
- 2) Within the Datix Risk Management System complaints are not recorded as being related to Social Services. The data provided, in the table below, includes any formal complaint received which has identified Social Work staff recorded as being involved in the complaint.
  - a. Additionally, complaints are not recorded on the Datix Risk Management System as being related to Adult Social Services and/or Children's / Family Social Services. The information has been broken down to identify complaints which has Social Work staff recorded as being involved in the Complaint within an Adult or Children's setting.
  - b. During the time period requested, complaints were not recorded as upheld, partially upheld, not upheld. In order, to provide this information a review of each complaint record would be required and the cost of locating and retrieving the information exceeds the "appropriate limit" as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. It would exceed the £450 limit and is therefore cost prohibitive. Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit.

Year Complaint Received	Total Number of Complaints Received	Total Number of Complaints received with Social Work recorded as 'Staff Type' within an Adult Setting	Total Number of Complaints received with Social Work recorded as 'Staff Type' within a Children's Setting
01/01/2020 – 31/12/2020	419	31	75
01/01/2021 – 31/12/2021	476	17	77
01/01/2022 – 31/12/2022	815	20	100
01/01/2023 – 31/12/2023	568	23	75
01/01/2024 – 31/12/2024	555	26	73
01/01/2025 – 31/12/2025	690	47	76
Total	3523	164	476

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