

24 July 2025

**Our Ref:** FOI 1238

Dear

**Freedom of Information Act 2000  
Information in Relation to the Number of Complaints Against Children's  
Social Workers**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to the above, which you requested on 16 June 2025. Please accept my apologies for the delay in responding to your request. Thank you for your understanding and forbearance.

A response to the question you have raised has been provided by the Office of the Medical Director and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Olivia Robinson**  
**Information Governance Officer**

**Q1. I would like to request information with regards to the number of complaints made against children's social workers in the South Eastern Trust. The information which I request is how many complaints against children's social workers in the South Eastern Trust in the last 5 years.**

**I also request that it is broken down into:**

- **FIT**
- **LAC/ CIC**
- **14+**
- **16+**
- **Parenting services**
- **Fostering services**

A1. The Trust does not record complaints related to children's social workers against the above categories listed. Any complaints related to children's social workers are reported under the following categories: Safeguarding, Looked After Children (LAC) & Disability Support Services and Lakewood, Residential & Leaving Care Services.

Please see Table 1 below for the number of complaints in the last 5 years that have been reported under the categories listed above.

Table 1

<b>Area</b>	<b>2019/2020</b>	<b>2020/2021</b>	<b>2021/2022</b>	<b>2022/2023</b>	<b>2023/2024</b>
Safeguarding	110	119	134	158	164
LAC & Disability Support Services	0	<5	0	40	67
Lakewood, Residential & Leaving Care Services	0	0	0	6	13