

Executive Board
24th September 2018

Complaints & Compliments Annual Report 2017/18

Purpose:

To provide an annual report summarising and analysing the Complaints & Compliments received by the Council in the 2017/18 financial year.

Recommendations / key decisions required:

1. To consider and approve the annual report.

Reasons:

The Council aims to learn from all complaints and compliments received in order to improve and develop its services.

Relevant scrutiny committee to be consulted

The annual report will be presented to all scrutiny committees for consideration.

EXECUTIVE BOARD / COUNCIL / COMMITTEE:

Scrutiny Committee recommendations / comments:

Include here or refer to Consultations section

Exec Board Decision Required YES

Council Decision Required NO

EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr Mair Stephens

Directorate: Chief Executive's

Designations:

Tel Nos.

Name of Head of Service:
Wendy Walters

Director of Regeneration &
Policy

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EXECUTIVE SUMMARY

24.09.18

Complaints & Compliments Annual Report 2017/18

The report sets out:

- The numbers of complaints investigated and responded to between April 2017 – March 2018 by department.
- Statistics on communications received by the Complaints Team and redirected. These are enquiries and requests for assistance which once presented offered the team the opportunity to try and rectify difficulties before complaints arise.
- Complaints with any equalities or Welsh language issues.
- **Complaints determined by the Ombudsman.**
- **Analysis of complaints and compliments by department.**

The complaints referred to within this report are those where the investigation has been completed during the review period.

As of 2017/18, all complaints relating to Adult Social Care matters have been managed separately by the Performance, Analyst & Systems Team within the Communities Department, as part of a re-structure of the service. A full end of year report has been presented to the Social Care & Health Scrutiny Committee on 21st May 2018, however, figures and analysis are also included within this report.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Wendy Walters, Director of Regeneration & Policy

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	NONE	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

Carmarthenshire County Council's Complaints Procedure was first adopted in May 2011 and a revised version was approved by the Executive Board in October 2017.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Wendy Walters, Director of Regeneration & Policy

1. Scrutiny Committee

The annual report will be presented to all scrutiny committees for consideration.

2. Local Member(s)

Not applicable

3. Community / Town Council

Not applicable

4. Relevant Partners

Not applicable

5. Staff Side Representatives and other Organisations

Not applicable

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Complaints and compliments data held on Information@work	Not applicable	Not applicable