# POLICY & RESOURCES SCRUTINY COMMITTEE
# 11th OCTOBER 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.**

**To consider and comment on the following issues:**

1. To consider and comment on the content and conclusions of the annual report.

**Reasons:**

To formulate views for submission to the Executive Board for consideration

**To be referred to the Executive Board / Council for decision:** YES

**EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:- Cllr Hazel Evans**


| **Directorate: Chief Executive's** | **Designations:** | |
|---|---|---|
| **Name of Head of Service:** | | **Tel Nos.** |
| Wendy Walters | Director of Regeneration & Policy | 01267 224112 |
| **Report Author:** | | 01267 224659 |
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# EXECUTIVE SUMMARY
# POLICY & RESOURCES SCRUTINY COMMITTEE
# 11th OCTOBER 2018

## 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.Local Member(s)** Not applicable

**2.Community / Town Council** Not applicable

**3.Relevant Partners** Not applicable

**4.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 |