

Governance and Audit Committee
17 March 2023

COMPLAINTS ANNUAL REPORT 2021-22

Purpose:

To provide details on the corporate complaints process and the data on complaints / compliments received during 2021-22.

Recommendations / key decisions required:

1. To receive the Complaints Annual Report 2021-22

Reasons:

To provide an annual report summarising the Compliments & Complaints received by the Council and to report to the Governance & Audit Committee in terms of the governance of the process.

Cabinet Decision Required YES

Council Decision Required NO

CABINET MEMBER PORTFOLIO HOLDER: - Cllr. Philip Hughes, Cabinet Member for Organisation and Workforce

Directorate: Chief Executive Name of Head of Service: Noelwyn Daniel Report Author: Llinos Evans	Designations: Head of ICT & Corporate Policy Policy & Involvement Manager	Tel: 01267 224914 Email addresses: NDaniel@carmarthenshire.gov.uk LlinEvans@carmarthenshire.gov.uk
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EXECUTIVE SUMMARY
Governance and Audit Committee
17 March 2023

Complaints Annual Report 2021-22

The report sets out:

- The numbers of Stage 1 and Stage 2 complaints investigated and responded to between April 2021 and March 2022 by department.
- Statistics on communications received by the Complaints Team and redirected. These are enquiries and requests for assistance from members of the public.
- The numbers of compliments received during the reporting period by department
- Complaints determined by the Ombudsman.

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

All complaints relating to Adult Social Care matters are managed by the Performance, Analyst & Systems Team within the Communities Department. The data is included in this report and also in the Annual Report on the Effectiveness of Social Care Services 2021 – 22.

DETAILED REPORT ATTACHED?

YES

Complaints Annual Report 2021-22

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: Noelwyn Daniel

Head of IT & Policy

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

1. Policy, Crime & Disorder and Equalities

Carmarthenshire County Council's Corporate Complaints Policy has been developed and published in line with the Complaints Standards Authority – Wales, "Concerns and Complaints Policy for Public Services Providers in Wales".

The Social Services Complaints Procedure (Wales) Regulations 2014 outline the procedure for handling complaints about Social Services issues in Wales.

The Local Government and Elections (Wales) Act 2021 requires the Governance and Audit Committee to:

- (a) review and assess the authority's ability to handle complaints effectively,
- (b) make reports and recommendations in relation to the authority's ability to handle complaints effectively.

2. Legal

The Administration and Law Division lead on the work with the Public Services Ombudsman for Wales and deal with any issues arising from complaints referred to the Ombudsman.

CONSULTATIONS

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

Signed: Noelwyn Daniel

Head of ICT & Corporate Policy

(Please specify the outcomes of consultations undertaken where they arise against the following headings)

1. Scrutiny Committee request for pre-determination	No
If yes include the following information: -	
Scrutiny Committee	
Date the report was considered:-	
Scrutiny Committee Outcome/Recommendations: -	

2. Local Member(s) No

3. Community / Town Council No

4. Relevant Partners No

5. Staff Side Representatives and other Organisations No

**CABINET MEMBER PORTFOLIO
HOLDER(S) AWARE/CONSULTED**

YES

Include any observations here

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THERE ARE NONE