

GOVERNANCE AND AUDIT COMMITTEE

29 SEPTEMBER 2023

COUNCIL COMPLAINTS POLICY ANNUAL REPORT 2022-23

Purpose:

To provide details on the corporate and adult services complaints process as well as the data on complaints / compliments received during 2022-23.

Recommendations / key decisions required:

To approve the Council Complaints Policy Annual Report 2022-23.

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 NO

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:

Jason Jones

Report Author:

Llinos Evans

Designations:

Head of Regeneration,
Policy & Digital

Policy & Involvement
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EXECUTIVE SUMMARY

GOVERNANCE AND AUDIT COMMITTEE 29 SEPTEMBER 2023

COUNCIL COMPLAINTS POLICY ANNUAL REPORT 2022-23

The report sets out:

- The numbers of Stage 1 and Stage 2 complaints investigated and responded to between April 2022 and March 2023 by department, with information about the response times to these complaints.
- 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.
- Wider context in terms of complaints during the reporting period along with lessons learnt and future priorities.

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 will also be included in the Annual Report on the Effectiveness of Social Care Services 2022-23.

DETAILED REPORT ATTACHED?

YES

Council Complaints Policy Annual Report 2022-23

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: Jason Jones, Head of Regeneration, Policy & Digital

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 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: Jason Jones, Head of Regeneration, Policy & Digital

1.Scrutiny Committee: No

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 AWARE/CONSULTED

YES

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

THERE ARE NONE