

**Governance and Audit  
15 December 2023**

**Council Complaints Policy  
Annual Report 2022-23**

**Purpose:**

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

**Recommendations / key decisions required:**

1. To consider 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.

To provide an annual report detailing compliance with the Social Services (Complaints Procedure) (Wales) Regulations 2014 and Welsh Government's 'A guide to handling complaints and representations by local authority social services'.

Cabinet Decision Required                      NO

Council Decision Required                    NO

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

<b>Directorate:</b>  Chief Executive & Communities  <b>Name of Head of Service:</b>  Jason Jones  Avril Bracey  Jan Coles  <b>Report Author:</b>  Llinos Evans, Gwyneth Ayers Silvana Sauro, Pippa Owen Rebecca Robertshaw	<b>Designations:</b>  Head of Regeneration, Policy & Digital  Head of Adult Social Care  Head of Children & Families Services  Policy, Performance & Partnership Team  Performance, Analysis & System Team  Child Protection Co- ordination Team	<b>Tel:</b> 01267 224914  <b>Email addresses:</b>  <a href="mailto:JaJones@carmarthenshire.gov.uk">JaJones@carmarthenshire.gov.uk</a>  <a href="mailto:ABracey@carmarthenshire.gov.uk">ABracey@carmarthenshire.gov.uk</a> <a href="mailto:JColes@carmarthenshire.gov.uk">JColes@carmarthenshire.gov.uk</a>  <a href="mailto:LlinEvans@carmarthenshire.gov.uk">LlinEvans@carmarthenshire.gov.uk</a> <a href="mailto:GAyers@carmarthenshire.gov.uk">GAyers@carmarthenshire.gov.uk</a>
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## EXECUTIVE SUMMARY

### 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.
- Complaints dealt with under the Social Services (Complaints Procedure) (Wales) Regulations 2014.

Following the Governance and Audit Committee on the 29 September 2023, further information has been added to the report in terms of:

- Compliance with the Complaints Policy timescales
- Compliance with the Social Services (Complaints Procedure) (Wales) Regulations 2014 for Adult and Children Services Complaints.
- Feedback in terms of outcomes of complaints and service users.
- Further information in terms of compliments received.

**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  
 Avril Bracey, Head of Adult Social Services  
 Jan Coles, Head of Children & Families Services

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

## 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  
Avril Bracey, Head of Adult Social Services  
Jan Coles, Head of Children & Families Services

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

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

**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

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

**THERE ARE NONE**