

**SUBJECT: ANNUAL COMPLAINTS, COMMENTS AND COMPLIMENTS  
REPORT FOR ADULTS SOCIAL CARE**

**MEETING: Adults Select**

**DATE: 13 December 2016**

**1. PURPOSE:**

To provide Adult Select committee with information on the number and types of complaints, comments and compliments received and dealt with from 1 April 2015 until 31 March 2016.

**2. RECOMMENDATIONS:**

To note the contents of the report.

**3. KEY ISSUES:**

3.1 All Local Authority Social Services are required to follow the new Social Services Complaints Procedure (Wales) Regulations 2014 and The Representations Procedure (Wales) Regulations 2014.

Guidance is also issued under Section 7 of the Local Authority Social Services Act 1970. This means that local authorities must comply with it.

**4. REASONS:**

The guidance on handling complaints and representations by local authority social services state that we must publish an Annual report on the handling and statistical information relating to the complaints and representations we've dealt with.

The guidance also states that the Annual report should be discussed at the appropriate Scrutiny Committee.

**5. RESOURCE IMPLICATIONS:**

5.1 The legislation requires that external independent investigating officers **must** be appointed for formal Stage 2 investigations.

5.2 There is an existing budget of £24,465 for this work (including complaints about Children's Social Services) and we will endeavour to keep within the budget expenditure. However, we cannot forecast how many complaints will be made.

**6. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:**

No implications have been identified in respect of this proposal.

**7. CONSULTEES:**

Chief Officer for Social Care & Health  
Head of Adults Social Care

**8. AUTHOR:**

Annette Evans, Customer Relations Manager  
Tel: 01633 644647  
Email: [annetteevans@monmouthshire.gov.uk](mailto:annetteevans@monmouthshire.gov.uk)