

## GWYNEDD COUNCIL CABINET



### Report to a meeting of Gwynedd Council's Cabinet

**Date of meeting:** 18 July 2017

**Cabinet Member:** Councillors Mair Rowlands, W Gareth Roberts,  
Dilwyn Morgan

**Contact Officer:** Iwan Evans, Monitoring Officer  
Geraint Owen Head of Corporate Support  
Morwena Edwards, Director for Social Services

**Title:** Report on the Council's Complaints and Service  
Improvement Procedures

#### 1 DECISION SOUGHT

To accept the reports.

The item presented contains 3 reports on the Council's Complaints and Service Improvement Procedures (Corporate Procedure and Social Services Adults and Children).

Members might like to consider the reports together in order to get a wider picture of the Formal Complaints that are received by the Council and how they are dealt with.

#### 2 BACKGROUND

##### The Corporate Complaints Procedure

2.1 The Council's Corporate Complaints Procedure requires an annual report to be presented to the Cabinet, which will crystallize the lessons learned over this period and showing how they have contributed to improving the way services are delivered.

##### The Social Services Complaints Procedure

2.2 The Council also has a specific complaints procedure to deal with complaints relating to Social Services. Under this procedure the Director of Social Services is required to produce an annual report on how complaints are handled and investigated within the service. It also includes a summary of lessons learned and actions taken in respect of the complaints received.

## The Ombudsman

2.3 If the complainant remains dissatisfied, having followed the Council's complaints procedures may refer the matter to the Public Services Ombudsman for Wales can investigate the complaint if it is felt appropriate. In addition to publishing the Annual Report of the Ombudsman will send an annual letter to every authority individually.

2.4 By looking at these three elements together, it is possible to offer a picture to members of the situation across the Council of the manner complaints are handled and how lessons can be learnt from them so as to improve services. was therefore decided that it was appropriate to submit these documents together to the Cabinet.

Three documents are submitted to the Cabinet's attention:

- The Annual Report on the Corporate Complaints and Service Improvement Procedure 2016/17
- The Annual Report of the Director of Social Services 2016/17 (2 reports Adults and Children)

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### **Views of the local member:**

Not a local issue.

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### **Views the statutory officers**

#### **Chief Executive:**

#### **The Monitoring Officer:**

The reports provide an opportunity for the Cabinet to take an overview of the performance and to be assured in relation to the arrangements for responding to complaints

#### **The Head of Finance:**

Nothing to add from a financial propriety perspective.