

GWYNEDD COUNCIL CABINET



Report to a meeting of Gwynedd Council Cabinet

Date of meeting: 23 July 2019
Cabinet Member: Councillor Nia Jeffreys
Contact Officer: Iwan Evans, Monitoring Officer
Geraint Owen, Head of Corporate Support Department
Morwena Edwards, Director of Social Services

**Contact Telephone
Number:**

Title of Item: Reports on the Council's Complaints and Service
Improvement Arrangements

1 THE DECISION SOUGHT

To accept the reports.

2 BACKGROUND

Corporate Complaints Procedure

2.1 Under the Council's Corporate Complaints Procedure an annual report must be presented to the Cabinet, summarising the lessons learned over this period and showing how they have contributed to improving the way services are delivered. Due to restructuring within the Service, a report was not produced for 2017/18, but the relevant information is included in this Report.

Social Services Complaints Procedure

2.2 The Council also has a specific complains procedure to deal with Social Services complaints. Under this Procedure it is necessary for the Director of Social Services to produce an annual report on how complaints are investigated and dealt with within the Service. It is also necessary to give a summary of the lessons learnt and the steps undertaken regarding the complaints received.

The Ombudsman

2.3 If a complainant remains dissatisfied having followed the Council's complaints procedure, they can refer the matter to the Public Services Ombudsman for Wales, who can investigate the complaint if it is deemed to be appropriate. In addition to publishing an Annual Report, the Ombudsman will send an Annual Letter to each individual authority.

2.4 It is felt that by looking at the three elements together, we can offer Members a picture of the whole situation across the Council of how complaints are dealt with and how lessons can be learnt in order to improve services. It was therefore decided that it would be appropriate to present them together to the Cabinet.

The following documents are offered for the Cabinet's attention:-

- **The Annual Report for 2017-19 for the Corporate Complaints Procedure**
 - **The Annual Report of the Director of Social Services for 2018/19 (2 reports Children and Adults)**
 - **Annual Letters from the Ombudsman for 2016/17 and 2017/18**
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Local Member's views

Not a local matter.

Views of the statutory officers

Monitoring Officer:

Clear and robust arrangements for dealing with complaints are a key part of ensuring the propriety in the Councils governance. The corporate commitment to learn and improve are essential to avoid allegations of maladministration and improve services. There is close contact between this team and the Corporate and Social Services complaints systems providing advice and guidance. The report provides assurance to the Cabinet that the statutory and non-statutory complaints systems are being implemented in accordance with the requirements.

Head of Finance Department:

The Council's services are expected to try to resolve issues and learn lessons within the current resources of the relevant departments.

