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| MEETING | CARE SCRUTINY COMMITTEE |
| DATE | 20 November 2025 |
| TITLE | Children and Families Department and Adults, Health and Well-being Department Complaints Task and Finish Group Brief |
| PURPOSE OF THE REPORT | To adopt the brief and to elect members |
| AUTHOR | Llywela Haf Owain, Senior Language and Scrutiny Advisor |

1. Following receipt of the annual complaints and expressions of gratitude report of the Adults, Health and Well-being Department and the Children and Families Department, at the Care Scrutiny Committee meeting on 25 September 2025 the committee decided that they were eager to establish a task and finish group to consider the subject in more detail.
2. It became clear that members wished to receive more detailed information about the individual complaints, the complaints procedure and what is allowed when an investigation takes place, why a majority of individuals choose to complain in English and the safeguarding support given to staff who deal with persistent complainants.
3. Please see the brief for the work as an appendix to this report.
4. A maximum of five members can be part of the task and finish group and in accordance with the Council's Constitution, membership must include representation from no fewer than two different political groups.
5. **The Committee is asked to:**
 - (i) **adopt the brief.**
 - (ii) **elect five members to undertake the work of the task and finish group as well as to elect a reserve member.**