

TASK AND FINISH GROUP SOCIAL SERVICES COMPLAINTS 2024-2025

BRIEF

What matter is being considered?

The annual complaints report of the two departments that provide social services, namely the adults, health and well-being department and the children and families department, were submitted to a meeting of the Care Scrutiny Committee on 25 September 2025.

In accordance with the Social Services Complaints Procedure (Wales) Regulations 2014 and the Representations Procedure (Wales) Regulations 2014 which came into force on the 1 August 2014, the Director of Social Services is required to produce an annual report on the way complaints are handled and investigated.

The report provided:

- information on the number of complaints received by both departments
- the reasons for them along with solutions
- a summary of the lessons learnt
- the actions taken in relation to the complaints received.

Responses were provided to several matters that arose during the committee meeting, but some additional issues arose. 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.

The aim of the work is to ensure:

- that members understand the complaints handling arrangements and receive concise information on all complaints received during 2024-2025
- a better understanding of the reasons behind individuals' choice to complain in English and whether something can be done to encourage more to complain in Welsh
- that there is adequate support in terms of safeguarding for staff dealing with persistent complainants.

It will not be possible to share names/information about specific individuals due to confidentiality issues.

Actions

- The Care Scrutiny Committee to receive the brief and identify five Members to participate, with the membership to include representation

- from no fewer than two different political groups, as well as reserves in case not everyone is able to attend the meeting (20/11/2025)
- Ask the Scrutiny Forum to prioritise resources to hold a Task and Finish Group at their December meeting
 - Hold one meeting for the five members with representatives from the Children and Supporting Families, and the Adults, Health and Well-being departments in the new year
 - Report back to the Care Scrutiny Committee – 26 March or June 2026

Key officers

The meeting will take place for the five members identified to take part in the task and finish group and the following key officers:

DEPARTMENT	KEY OFFICER
Children	Lowri Williams, Customer Care Officer Elliw Haf Hughes, Assistant Head of Safeguarding and Quality Aled Gibbard, Head of Resources - Children Department
Adults	Geraint Wyn Jones, Customer Care Officer Mannon Trappe, Assistant Head of Safeguarding and Quality
Corporate Services	A representative from the democracy and language service to lead the work