

## CYNGOR GWYNEDD – Report to Cyngor Gwynedd’s Cabinet



<b>Title of report:</b>	Complaints and Service Improvement Annual Report 2024/2025
<b>Cabinet Member</b>	Cynghorydd Llio Elenid Owen
<b>Contact Officer</b>	Ian Jones, Head of Corporate Services
<b>Date of meeting:</b>	8th July 2025

### 1. Decision sought

Cabinet is asked to approve the report and offer any relevant comments or suggestions about the Council's performance in dealing with complaints in an appropriate and timely manner.

### 2. The reason why the Cabinet needs to make the decision

The purpose of the report is to provide an overview of the Council's performance in relation to dealing with complaints and improving services, highlighting successes, challenges, and developments. This is to ensure that the Cabinet is satisfied with the performance over the periods in question.

An analysis of quantitative and qualitative data is presented, which is a measure of the Council's performance in this context for the period 1 April 2024 to 31 March 2025 together with preliminary information about the previous years.

### 3. Introduction and Reasoning

#### 3.1 Background

The Council's "Complaints and Service Improvement procedure" was introduced in 2015, drawn up under the supervision of the Public Services Ombudsman for Wales. It corresponds with Welsh Government guidelines and is therefore in line with the complaint's procedures of other public bodies.

The Cabinet adopted the procedure with the aim of bringing specific benefits to the citizen by focusing on the solution instead of the process and allow Officers to deal quicker with complaints.

The ownership over responding to complaints was moved to the individual Departments, but with the function of harmonizing and offering guidance continuing under the leadership of the Monitoring Officer with the support of the Service Improvement Officer.

The Concerns and Complaints Policy was updated on 1 April 2021, and responsibility for the implementation of the Complaints and Service Improvement procedure was transferred to the Corporate Support Department under the care of the Service Improvement Officer within the Organisational Learning and Development team. The role and has since been moved to the Support Service since 7<sup>th</sup> April 2025.

It should be noted that this procedure is not relevant to Social Services users as there is a statutory procedure for them. Schools also implement their own complaints procedures.

## **3.2 Responding to Complaints - An explanation of the terminology that is used**

### **3.2.1 Resolving Informal Complaints**

Complainant informally contacts the Service Improvement Officer or the relevant service to resolve the concern.

### **3.2.2 Investigating Formal Complaints**

Complainant presents a formal complaint through the complaints procedure. An investigation is undertaken by an officer within the Service, who is senior enough and is independent from the source of the complaint.

### **3.2.3 Complaint to the Ombudsman**

The complainant could go to the Ombudsman if they are not satisfied with the Council's formal response.

After looking at the complaint, the Ombudsman may decide on one of the following:

- *No Investigation* – where the Ombudsman is satisfied with the way the authority has dealt with the matter and feels that there is no need for a further investigation. It could also be a matter beyond its jurisdiction.
- *Premature* - if the Ombudsman is of the opinion that the authority has not yet had an opportunity to consider the matter.
- *Hold a further investigation* - where the Ombudsman feels that further investigation is needed, to assess how the authority has dealt with the matter.
- *Settlement* – where there is an agreement with the complainant, and they accept the resolution.

## **4. Frequency of the Report**

The Annual Report for 2024/2025 is presented to the Cabinet. Unfortunately, the Ombudsman's Annual Letter will not be available until September 2025, therefore it was not possible to include it with this Annual Report.

'Live' data is available to Heads of Department, the Senior Leadership Team and the Cabinet at any time upon request.

This Report summarises the developments for the period 01/04/2024 – 31/03/2025, focusing on Valid Formal Complaints and complaints submitted to the Ombudsman.

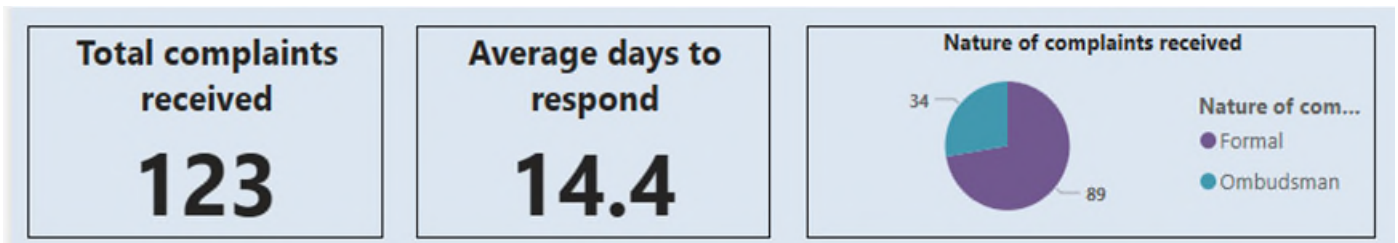
The figures to date for this year are noted below -

- 61 Valid Formal Complaints between 01/04/2024 and 31/03/2025
- 45 Ombudsman Complaints between 01/04/2024 and 31/03/2025  
(29 No Investigation; 11 No Investigation – Premature; 4 Settlement; 1 – Enquiry)

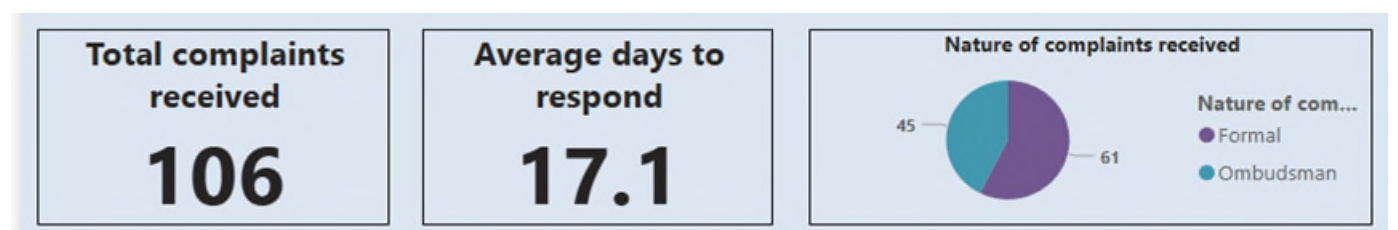
## 5. Quantative Data

Number of Complaints :

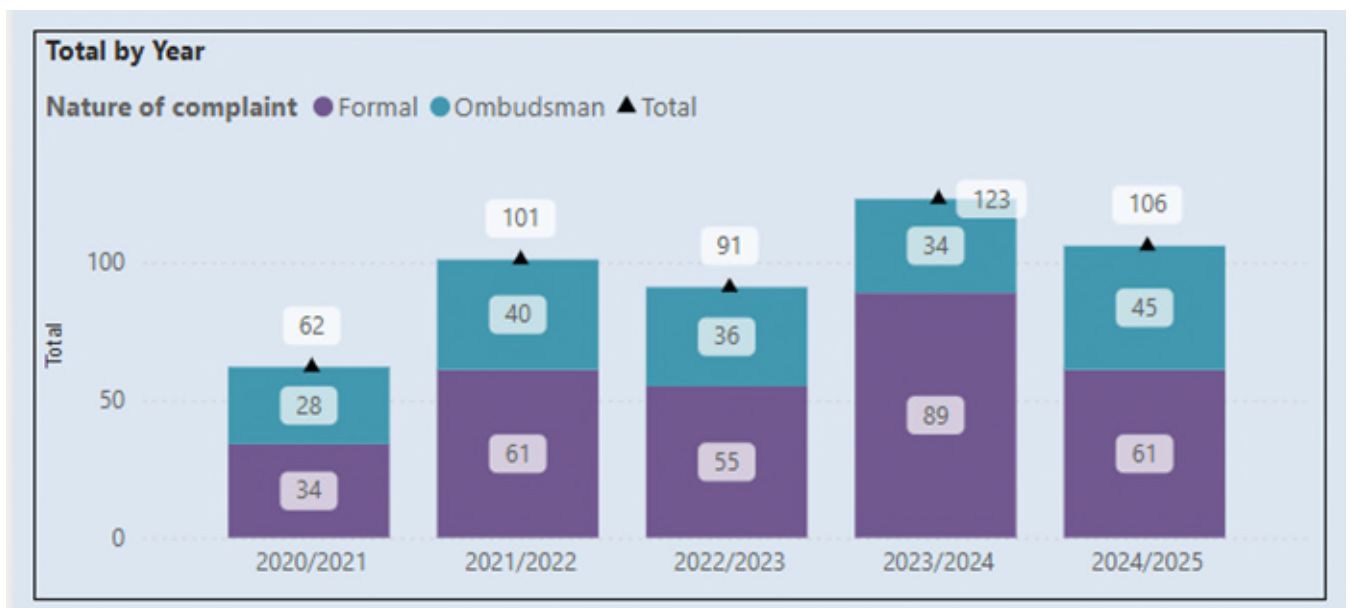
2023/24 Quarter 1-4



2024/25 Quarter 1-4



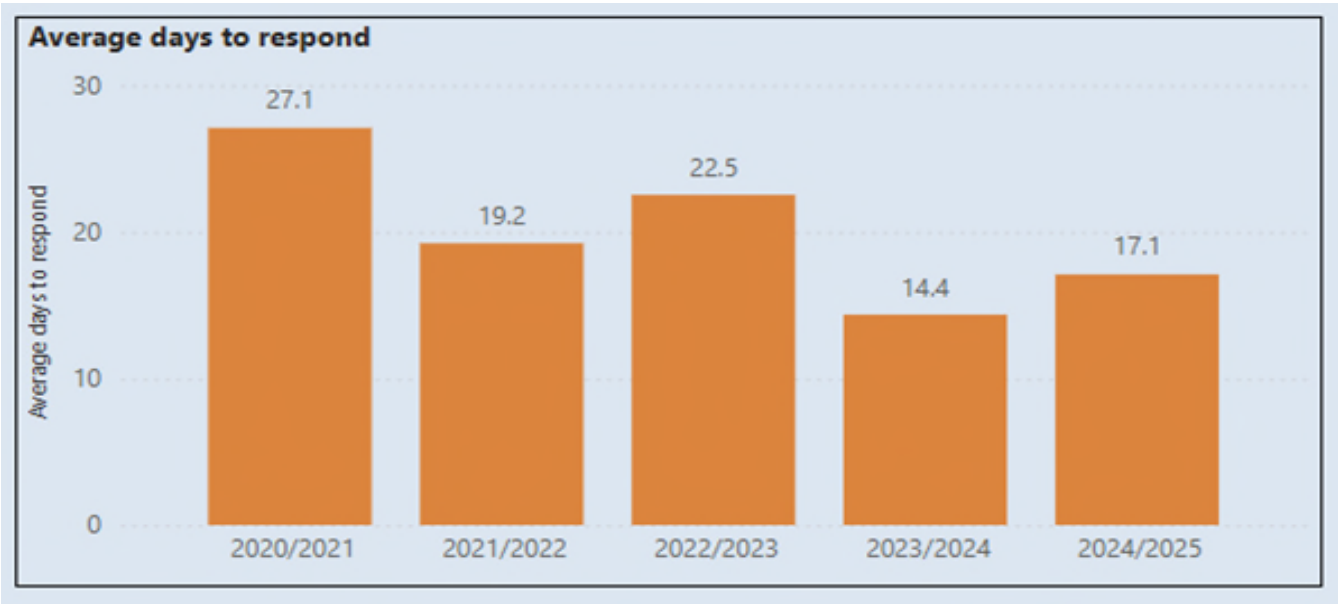
### 5.2 Number of complaints: Situation over a period since 2020-21



# Formal Upheld Complaints and Complaints to the Ombudsman per Section, and Service

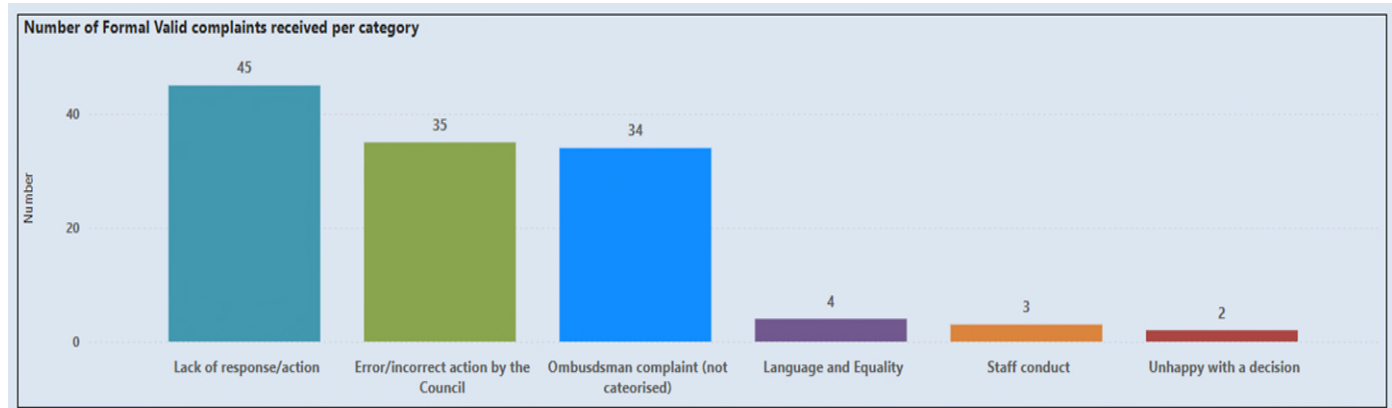
Nature of complaint	Formal		Ombudsman		Total	
Department	Number	As %	Number	As %	Number	As %
<b>Environment</b>	<b>31</b>	<b>50.8%</b>	<b>14</b>	<b>31.1%</b>	<b>45</b>	<b>42.5%</b>
Planning	16	26.2%	6	13.3%	22	20.8%
Refuse	13	21.3%			13	12.3%
Public Protection			4	8.9%	4	3.8%
Building Control	2	3.3%	1	2.2%	3	2.8%
Transport			2	4.4%	2	1.9%
Footpaths			1	2.2%	1	0.9%
<b>Housing and Property</b>	<b>11</b>	<b>18.0%</b>	<b>6</b>	<b>13.3%</b>	<b>17</b>	<b>16.0%</b>
Housing	10	16.4%	5	11.1%	15	14.2%
Property	1	1.6%	1	2.2%	2	1.9%
<b>Finance</b>	<b>7</b>	<b>11.5%</b>	<b>9</b>	<b>20.0%</b>	<b>16</b>	<b>15.1%</b>
Revenue	7	11.5%	8	17.8%	15	14.2%
Benefits			1	2.2%	1	0.9%
<b>Adults, Health and Wellbeing</b>	<b>2</b>	<b>3.3%</b>	<b>4</b>	<b>8.9%</b>	<b>6</b>	<b>5.7%</b>
Social Services	2	3.3%	4	8.9%	6	5.7%
<b>Highways, Engineering and YGC</b>	<b>2</b>	<b>3.3%</b>	<b>4</b>	<b>8.9%</b>	<b>6</b>	<b>5.7%</b>
Highways	1	1.6%	3	6.7%	4	3.8%
Land charges			1	2.2%	1	0.9%
Municipal	1	1.6%			1	0.9%
<b>Children and Supporting Families</b>			<b>5</b>	<b>11.1%</b>	<b>5</b>	<b>4.7%</b>
Social Services			3	6.7%	3	2.8%
Children			2	4.4%	2	1.9%
<b>Corporate Management Team and Legal</b>	<b>3</b>	<b>4.9%</b>	<b>1</b>	<b>2.2%</b>	<b>4</b>	<b>3.8%</b>
Legal	3	4.9%	1	2.2%	4	3.8%
<b>Education</b>	<b>3</b>	<b>4.9%</b>	<b>1</b>	<b>2.2%</b>	<b>4</b>	<b>3.8%</b>
Education	3	4.9%	1	2.2%	4	3.8%
<b>Corporate Services</b>	<b>2</b>	<b>3.3%</b>	<b>1</b>	<b>2.2%</b>	<b>3</b>	<b>2.8%</b>
Corporate Services	1	1.6%			1	0.9%
Language			1	2.2%	1	0.9%
Registration	1	1.6%			1	0.9%
<b>Total</b>	<b>61</b>	<b>100.0%</b>	<b>45</b>	<b>100.0%</b>	<b>106</b>	<b>100.0%</b>

5.3 Response Time over a Period Since 2018-19

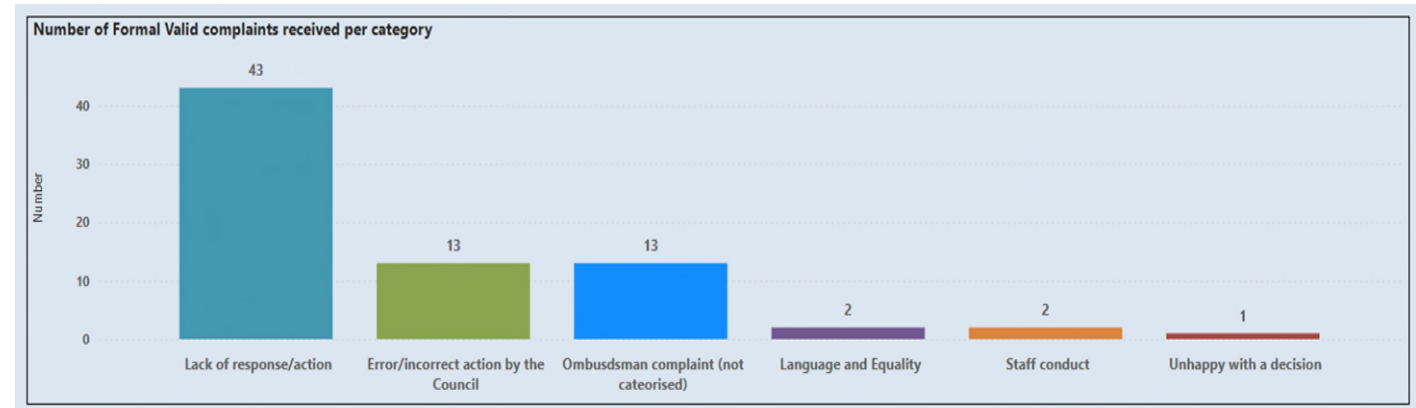


6. Analysis of the Complaints (General)

Per Category for 2023/24 Year Quarter 1-4



Per Category for 2024/25 Year Quarter 1-4



Analysis per Department – See Appendix 1

Detailed information can be provided about specific Complaints if needed.

## **7. Main Messages**

- There have been fewer Upheld Formal Complaints this year but the complaints to the Ombudsman have risen in 2024/2025 compared to the same period in 2023/2024.
- The pattern / trend over a longer period shows that the number of Formal Complaints reduced gradually between 2018/2019 and 2021/2022 when it increased significantly.
- Again, a change in culture can be seen, with most Services accepting complaints in a more positive and constructive way, in order to learn from them, the response time has increased slightly compared to last year.

## **8. Next Steps**

The intention in going forwards is to continue to work with Departmental Management Teams and Officers within the Services to ensure an understanding of the Complaints procedure and their commitment to adhering to it. In light of this, we hope to reduce the time we take to respond to Complaints and continue to Improve Services.

The Complaints process naturally aligns with the work that's taken place on the new Customer Service Plan which forms one of the Ffordd Gwynedd work streams. The new Customer Charter and Standards that form part of the Plan, in terms of response times to Elected Members, responding to general correspondence and responding to complaints, will provide clear guidance to staff. It is hoped that this will avoid a number of complaints about, Non-Response/Action into the future, as staff will have been equipped with the information they need to adhere to the response requirements.

The Successes Wall is still growing, and it is very good to see that a large number of Thanks/Compliments, have come in from the public 1437 since being established in 2015. Seeing the public's appreciation as well as colleague's appreciation is a great help in raising staff morale, especially front-line staff.

## **9. The comments of the Statutory Officers**

### **Head of Finance Department:**

Nothing to add to the report from the perspective of financial propriety.

### **Monitoring Officer:**

The complaints process includes provision that the Cabinet receives reports on the Councils Complaints and Service Improvement arrangements from the perspective of maintaining the quality of services. I note that the Governance and Audit Committee will be considering the effectiveness of the arrangements in accordance with their statutory duties. No observations to add in relation to propriety.

**List of Attachments**

**Attachment 1 Table Showing Analysis of Complaints**