

PWYLLGOR CRAFFU POLISI AC ADNODDAU
10 HYDREF 2019

ADRODDIAD BLYNYDDOL CANMOLIAETH A CHWYNION 2018/19

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

1. Mae'r adroddiad yn cyflwyno crynodeb a dadansoddiad gwaelodlin o'r Ganmoliaeth a'r Chwynion a dderbyniwyd gan y Cyngor yn ystod y flwyddyn ariannol 2018/19.
2. I nodi cynnwys yr adroddiad.

Y Rhesymau:

Llunio barn am faterion sydd i'w cyflwyno gerbron y Bwrdd Gweithredol i'w hystyried

(Mae'r Pwyllgorau Craffu yn rhan hanfodol o'r broses ymgynghori gan y Bwrdd Gweithredol / Cyngor ynghylch datblygu ac adolygu polisïau. Hefyd mae'r Pwyllgorau Craffu yn helpu i glustnodi gwelliannau o ran y gwasanaethau, a ategir gan y dystiolaeth mewn adroddiadau.)

Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad: OES

YR AELOD O'R BWRDD GWEITHREDOL SY'N GYFRIFOL AM Y PORTFFOLIO:- Cyng. Mair Stephens

Y Gyfarwyddiaeth: Prif Weithredwr

Enw Pennaeth y Gwasanaeth:

Noelwyn Daniel

Awdur yr Adroddiad:

John Tillman

Swyddi:

Pennaeth TGCh a Pholisi Corfforaethol

Rheolwr Llywodraethiant Gwybodaeth a Chwynion

Rhifau ffôn:

01267 246270

01267 224127

Cyfeiriadau E-bost:

NDaniel@sirgar.gov.uk

JWTillman@sirgar.gov.uk

EXECUTIVE SUMMARY
POLICY AND RESOURCES SCRUTINY COMMITTEE
10TH OCTOBER 2019

COMPLIMENTS & COMPLAINTS ANNUAL REPORT 2018/19

The report sets out:

- The numbers of complaints investigated and responded to between April 2018 – March 2019 by department.
- Statistics on communications received by the Complaints Team and redirected. These are enquiries and requests for assistance which once presented offered the team the opportunity to try and rectify difficulties before complaints arise.
- Complaints determined by the Ombudsman.
- Analysis of complaints and compliments by department.
- Summary of councillor enquiries.

The complaints referred to within this report are those where the investigation has been completed during the review period.

As of 2017/18, all complaints relating to Adult Social Care matters have been managed separately by the Performance, Analyst & Systems Team within the Communities Department, as part of a re-structure of the service. A full end of year report has been presented to the Social Care & Health Scrutiny Committee on 20th May 2019, however, figures and analysis are also included within this report.

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: Noelwyn Daniel, Head of ICT & Corporate Policy

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
YES	NONE	NONE	NONE	NONE	NONE	NONE

1. Policy, Crime & Disorder and Equalities

Carmarthenshire County Council's Complaints Procedure was first adopted in May 2011 and a revised version was approved by the Executive Board in October 2017.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Noelwyn Daniel, Head of ICT & Corporate Policy

1. Local Member(s) N/A

2. Community / Town Council N/A

3. Relevant Partners N/A

4. Staff Side Representatives and other Organisations N/A

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW

Title of Document	File Ref No.	Locations that the papers are available for public inspection
Complaints and compliments data held on Information@work	Not applicable	Not applicable
Records of Councillor enquiries maintained by DSU	Not applicable	Not applicable
Adult Social Care Complaints End of Year Report 2018/19	Not applicable	Not applicable