

# PWYLLGOR LLYWODRAETHU AC ARCHWILIO

29 MEDI 2023

## POLISI CWYNION Y CYNGOR ADRODDIAD BLYNYDDOL 2022-23

### Y Pwrpas:

Darparu manylion am y broses gwynion gwasanaethau corfforaethol ac oedolion yn ogystal â'r data ar gwynion / canmoliaeth a dderbyniwyd yn ystod 2022-23.

### Argymhellion / penderfyniadau allweddol sydd eu hangen:

Cymeradwyo Adroddiad Blynyddol Polisi Cwynion y Cyngor 2022-23.

### Rhesymau:

Darparu adroddiad blynyddol sy'n crynhoi'r Canmoliaeth a'r Cwynion a dderbyniwyd gan y Cyngor ac i adrodd i'r Pwyllgor Llywodraethu ac Archwilio o ran llywodraethu'r broses.

Angen penderfyniad y Cabinet Nac oes

Angen penderfyniad y Cyngor Nac oes

DEILYDD PORTFFOLIO AELODAU'R CABINET: -

Y Cyngorydd Philip Hughes, Aelod Cabinet dros Drefniadaeth a'r Gweithlu

Gyfarwyddiaeth:

Prif Weithredwr

Enw'r Pennaeth:

Jason Jones

Awdur yr Adroddiad:

Llinos Evans

Dynodiadau:

Pennaeth Adfywio,  
Polisi a Digidol

Rheolwr Polisi a  
Chyfranogiad

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# EXECUTIVE SUMMARY

## GOVERNANCE AND AUDIT COMMITTEE 29 SEPTEMBER 2023

### COUNCIL COMPLAINTS POLICY ANNUAL REPORT 2022-23

The report sets out:

- The numbers of Stage 1 and Stage 2 complaints investigated and responded to between April 2022 and March 2023 by department, with information about the response times to these complaints.
- Statistics on communications received by the Complaints Team and redirected. These are enquiries and requests for assistance from members of the public.
- The numbers of compliments received during the reporting period by department.
- Complaints determined by the Ombudsman.
- Wider context in terms of complaints during the reporting period along with lessons learnt and future priorities.

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

All complaints relating to Adult Social Care matters are managed by the Performance, Analyst & Systems Team within the Communities Department. The data is included in this report and will also be included in the Annual Report on the Effectiveness of Social Care Services 2022-23.

**DETAILED REPORT ATTACHED?**

**YES**

**Council Complaints Policy Annual Report 2022-23**

# 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: Jason Jones, Head of Regeneration, Policy & Digital**

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

## 1. Policy, Crime & Disorder and Equalities

Carmarthenshire County Council's Corporate Complaints Policy has been developed and published in line with the Complaints Standards Authority – Wales, "Concerns and Complaints Policy for Public Services Providers in Wales".

The Social Services Complaints Procedure (Wales) Regulations 2014 outline the procedure for handling complaints about Social Services issues in Wales.

The Local Government and Elections (Wales) Act 2021 requires the Governance and Audit Committee to:

- (a) review and assess the authority's ability to handle complaints effectively,
- (b) make reports and recommendations in relation to the authority's ability to handle complaints effectively.

## 2. Legal

The Administration and Law Division lead on the work with the Ombudsman for Wales and deal with any issues arising from complaints referred to the Ombudsman.

# CONSULTATIONS

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

Signed: Jason Jones, Head of Regeneration, Policy & Digital

1.Scrutiny Committee: No

2.Local Member(s) No

3.Community / Town Council No

4.Relevant Partners No

5.Staff Side Representatives and other Organisations No

CABINET MEMBER PORTFOLIO  
HOLDER AWARE/CONSULTED

YES

Section 100D Local Government Act, 1972 – Access to Information  
List of Background Papers used in the preparation of this report:

THERE ARE NONE