

Pwyllgor Llywodraethu ac Archwilio
15 Rhagfyr 2023

Polisi Cwynion y Cyngor
Adroddiad Blynyddol 2022-23

Y Pwrpas:

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

Argymhellion / penderfyniadau allweddol sydd eu hangen:

1. I ystyried 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.

Darparu adroddiad blynyddol sy'n manylu ar gydymffurfiaeth â Rheoliadau Gwasanaethau Cymdeithasol (Gweithdrefn Gwyno) (Cymru) 2014 a 'Canllaw i ymdrin â chwynion a sylwadau gan wasanaethau cymdeithasol awdurdodau lleol' gan Lywodraeth Cymru.

Angen penderfyniad y Cabinet: Nac oes

Angen penderfyniad y Cyngor: Nac oes

DEILYDD PORTFFOLIO AELODAU'R CABINET: - Y Cynghorydd Philip Hughes, Aelod Cabinet dros Drefniadaeth a'r Gweithlu

Cyfarwyddiaeth:

Prif Weithredwr &
Chymunedau

Enw'r Pennaeth:

Jason Jones

Avril Bracey

Jan Coles

Awdur yr Adroddiad:

Llinos Evans, Gwyneth
Ayers
Silvana Sauro, Pippa Owen
Rebecca Robertshaw

Dynodiadau:

Pennaeth Adfywio, Polisi
a Digidol

Pennaeth Gofal
Cymdeithasol Oedolion

Pennaeth
Gwasanaethau Plant a
Theuluoedd

Tîm Polisi, Perfformiad a
Phartneriaeth

Tîm Perfformiad,
Dadansoddi a Systemau

Tîm Cydlynu Diogelwch
Plant

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EXECUTIVE SUMMARY

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.
- Complaints dealt with under the Social Services (Complaints Procedure) (Wales) Regulations 2014.

Following the Governance and Audit Committee on the 29 September 2023, further information has been added to the report in terms of:

- Compliance with the Complaints Policy timescales
- Compliance with the Social Services (Complaints Procedure) (Wales) Regulations 2014 for Adult and Children Services Complaints.
- Feedback in terms of outcomes of complaints and service users.
- Further information in terms of compliments received.

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
 Avril Bracey, Head of Adult Social Services
 Jan Coles, Head of Children & Families Services

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

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
Avril Bracey, Head of Adult Social Services
Jan Coles, Head of Children & Families Services

(Please specify the outcomes of consultations undertaken where they arise against the following headings)

1. Scrutiny Committee request for pre-determination	No
If yes include the following information: -	
Scrutiny Committee	
Date the report was considered:-	
Scrutiny Committee Outcome/Recommendations: -	

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(S) 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