



**Public Health
Complaints, Compliments
and Comments
Annual Report
2019/20**

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Introduction

The purpose of this annual report is to inform service users, carers, the public, Council Members and staff of the effectiveness of the Public Health Complaints, Compliments and Comments Procedure (the Procedure).

On the 1 April 2013 the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012 (the Regulations) came into force. Part five of the Regulations deals with Complaints about Public Health Functions of Local Authorities.

The Council implemented a new procedure providing a local framework to ensure complaints are handled effectively and in line with the regulations.

The procedure aims to:

- (a) Make it as easy and accessible as possible for service users and their carers to raise complaints;
- (b) Foster an organisational culture in which complaints are accepted, owned and resolved as efficiently as possible;
- (c) Ensure high levels of customer satisfaction with complaints handling;
- (d) Resolve individual issues when they arise and reduce the number of complaints referred to the Ombudsman; and
- (e) Enable the Council to identify topics and trends in relation to Public Health complaints and improve services as a result.

The Managing Director is the designated as the 'Responsible Person' for ensuring compliance with the arrangements made under the Regulations, and in particular ensuring that action is taken if necessary in the light of the outcome of a complaint. The functions of the responsible person will usually be performed by the Director of Public Health.

The Complaints and Information Governance Manager is designated the 'Complaints Manager' in accordance with the regulations and is responsible for managing the procedures for handling and considering complaints in accordance with the arrangements made under the Regulations.

Local Government and Social Care Ombudsman

Although complainants can refer their complaints to the Local Government and Social Care Ombudsman (LGSCO) from the outset, the LGSCO will not normally investigate until the Council or service provider has conducted its own investigation and provided a response. Where it has not been possible for the complaint to be resolved to the satisfaction of the complainant they may refer the matter to the LGSCO.

Information and Accessibility

We are committed to making sure that everyone has equal access to all our services, including the complaints procedure. To help make sure the Council's complaints procedures are easily accessible we have produced two leaflets (one for children and young people and one for adults) covering all Council services to reflect the single point of access for complainants within the Council. The leaflets are available in all Council buildings. They have been written in line with the Plain English Campaign standards. The title is written in the most commonly used community languages and it contains details on how to access the information in other formats, for example, large print, audio and Braille.

Information is available on the Council's website. There is also an electronic form which people can use to make a complaint, pay someone a compliment or pass comment on Council services. People may make a complaint in any format they wish. This can be in writing, by email, via the web, over the phone, in person or by any other reasonable means.

The Complaints Manager can arrange advocates and interpreters (including British Sign Language interpreters) where appropriate.

Summary

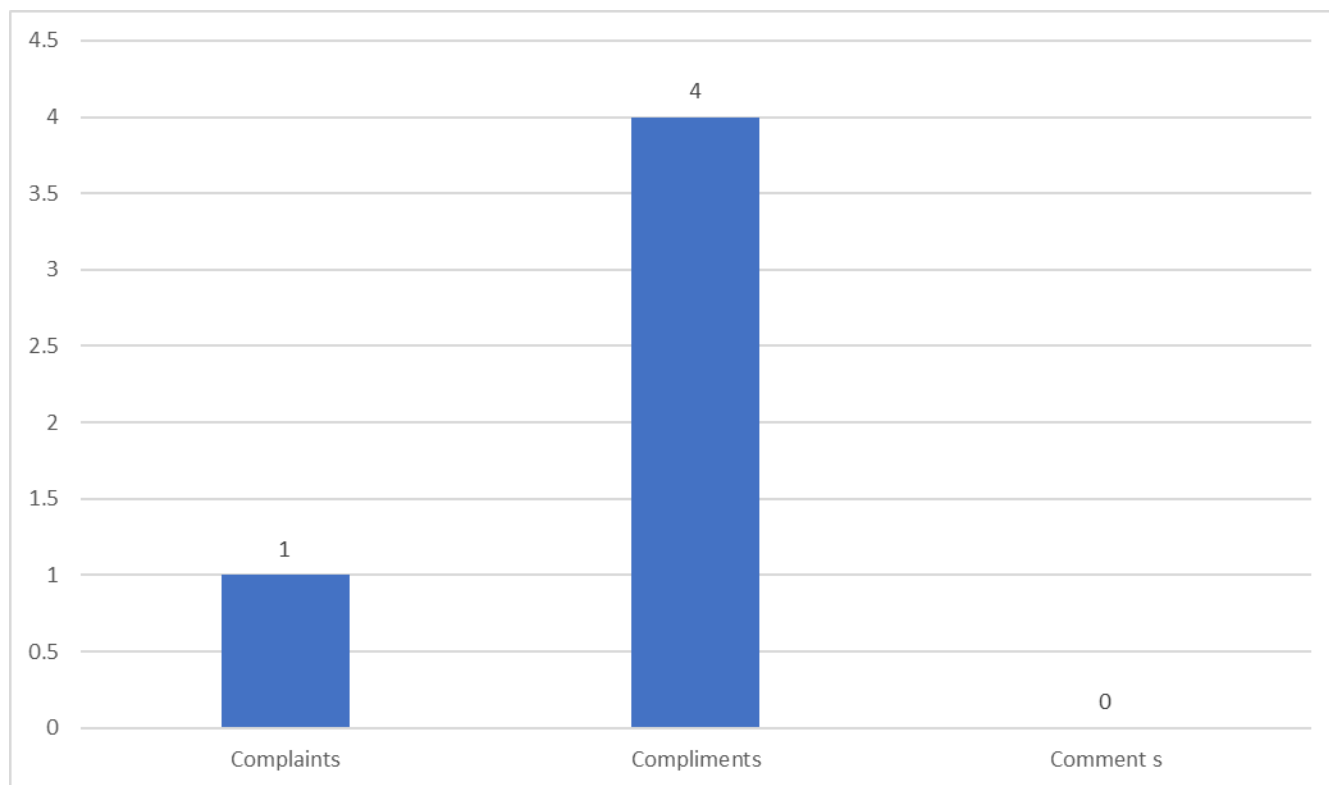
- The Council received one complaint about Public Health services during 2019/20, an increase from zero in 2018/19.
- The Council received four compliments, an increase from one in 2018/19.
- The Council did not receive any comments, the same as in 2018/19.

Review of the Year

Breakdown of all Representations

A total of five representations was handled under the procedure during 2019/20.

Total Complaints, Compliments and Comments Received



The complaint related to a Public Health Provider i.e. the Drug and Alcohol Service.

The compliments were also for a Public Health Provider and all four of them related to the 0 – 19 service.

Complaint Outcomes

The above complaint investigation was concluded during 2019/20.

The outcome of the complaint was not upheld.

Local Government Ombudsman Complaints (LGSCO) Received 2019/20

No Public Health complaints were progressed to the LGSCO during 2019/20, the same as in 2018/19.

Local Government Ombudsman Complaint Outcomes (LGSCO) 2019/20

No Public Health complaints were determined by the LGSCO during 2019/20, the same as in 2018/19.

Organisational Learning

While the above complaint was not upheld, the Director of Public Health asked for assurance that the provider would review their existing policies and procedures to ensure that anyone else who asks for help with their addiction to prescription medication, gets the support they need in a timely manner and the communication is clearer.

Further recommendations

There are no further recommendations.

Performance against the Procedure

While the regulations allow a maximum of six months to respond to a complaint we aim to respond to complaints within 30 working days.

The above complaint was responded to in 35 working days.

Performance Indicator for 2018/19

In relation to Public Health complaints the Council's key performance indicator is the number of maladministration decisions received from the Local Government and Social Care Ombudsman. The Council received zero maladministration decisions during 2019/20.

Full details of those complaints determined by the LGSCO are included in the Cabinet reports of 11 December 2018 and 19 September 2019 entitled [Review of Outcome of Complaints Made to Ombudsman](#).