

**ECONOMY AND RESOURCES SCRUTINY COMMITTEE**  
**31 AUGUST 2023**

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**COMPLAINTS, COMPLIMENTS AND COMMENTS ANNUAL REPORTS 2022 2023**

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**SUMMARY REPORT**

**Purpose of the Report**

1. To provide Members with the 2022/23 Complaints, Compliments and Comments Annual Reports for:
  - (a) Adult Social Care (**Appendix 2**);
  - (b) Children's Social Care (**Appendix 3**);
  - (c) Corporate (**Appendix 4**);
  - (d) Housing (**Appendix 5**); and
  - (e) Public Health (**Appendix 6**).

**Summary**

2. It is important that the Council's complaints, compliments and comments procedures are accessible so people can tell us what they think about the services we provide. The Council constantly strives to ensure an organisational culture in which complaints are accepted, owned and resolved as quickly as possible and one in which learning from complaints is used to improve services.
3. The Council received a total of 709 complaints during 2022/23, a decrease from 739 complaints in 2021/22, although an increase from 629 in 2020/21. While complaint numbers have risen post-pandemic, they remain lower than pre-pandemic levels, with the Council receiving 838 complaints in 2019/20.
4. The Council received a total of 202 compliments during 2022/23, a decrease from 217 in 2021/22, 309 in 2020/21 and 292 in 2019/20.
5. The Council received a total of 112 comments during 2022/23, a decrease from 127 in 2021/22, 178 in 2020/21 and 168 in 2019/20.
6. A summary table is provided at **Appendix 1**.
7. The production of an annual report in respect of representations received under the Adult Social Care Complaints, Compliments and Comments Procedure is a requirement of the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009.

8. The production of an annual report in respect of representations received under the Children's Social Care Complaints, Compliments and Comments Procedure is a requirement of the Children Act 1989 Representation Procedure (England) Regulations 2006.
9. The production of an annual report in respect of representations received under the Public Health Complaints, Compliments and Comments Procedure is a requirement of the NHS Bodies and Local Authorities (Partnership Arrangements, Care Trusts, Public Health and Local Healthwatch) Regulations 2012.

### **Recommendation**

10. It is recommended that Members consider and discuss the 2022/23 Complaints, Compliments and Comments Annual Reports

**Elizabeth Davison**  
**Group Director of Operations**

### **Background Papers**

No background papers were used in the preparation of this report.

S17 Crime and Disorder	There is no specific impact on Crime and Disorder.
Health and Wellbeing	The purpose of the Adult Social Care Complaints, Compliments and Comments Annual Report is to improve the service we provide to service users and their carers.
Carbon Impact and Climate Change	There are no specific recommendations contained within the attached reports concerning Carbon Reduction.
Diversity	Complaint investigations have led to service improvements for people with protected characteristics.
Wards Affected	All.
Groups Affected	All.
Budget and Policy Framework	This report does not have a direct impact on the Budget and Policy Framework.
Key Decision	1. This report does not constitute a Key Decision.
Urgent Decision	This report does not require an Urgent Decision.
Council Plan	Learning from complaints contributes towards the delivery of the priorities in the Plan.
Efficiency	The revised procedures aim to improve the efficiency with which complaints are handled. The recommendations contained within the appended reports aim to reduce risk and improve efficiency in the way we interact with our customers.
Impact on Looked After Children and Care Leavers	The purpose of the Children's Social Care Complaints, Compliments and Comments Annual Report is, in part, to improve the service we provide to Looked After Children and Care Leavers.