

**ECONOMY AND RESOURCES SCRUTINY COMMITTEE
5 SEPTEMBER 2024**

COMPLAINTS, COMPLIMENTS AND COMMENTS ANNUAL REPORTS 2023 2024

SUMMARY REPORT

Purpose of the Report

1. To provide Members with the 2023/24 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 746 complaints during 2023/24, an increase from 709 in 2022/23, 739 complaints in 2021/22 and 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 231 compliments during 2023/24, an increase from 202 in 2022/23, 217 in 2021/22, although a decrease from 309 in 2020/21 and 292 in 2019/20.
5. The Council received a total of 77 comments during 2023/24, a decrease from 112 in 2022/23, 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 2023/24 Complaints, Compliments and Comments Annual Reports.

Elizabeth Davison
Group Director of Operations