
Children's Services Select Committee - 11th September 2023

Report of the Director of Children's Services

Children's Social Care Complaints, Comments and Compliments Annual Report – 1st April 2022 to 31st March 2023

Purpose of report

1. Children Services Complaints Annual report for the period 1st April 22 to 31st March 23

Recommendations

2. It is recommended that: -

Members note and comment on the contents of the report and approve the report for public publication in line with statutory requirements.

Background

3. Every Local Authority with a responsibility for Social Care Services is required to provide an annual report in relation to the operation of the complaints and representations procedures.

The annual report provides information relating to all statutory and corporate complaints received in respect of Children's Services during the period 1st April 22 to 31st March 23.

The statutory process is a three-stage process. For a complaint to be registered under this process certain criteria must be met as set out in statutory guidance

Corporate complaints are those that fall outside of the statutory process. This is where the complainant does not meet the requirements to be considered under the statutory process. These cases are registered and managed under the two-stage corporate process.

Additionally, some contacts are registered as comments. This is where someone may wish to raise an issue without it being a request to formally register a complaint.

Finance

4. There are no direct financial implications arising from the contents of this report.

Law

5. The procedures for Children's complaints, are determined by legislation, predominantly involving the: -
 - Children Act 1989, Representations Procedures (England) Regulations 2006
 - The Children and Adoption Act 2002 and Children (Leaving Care) Act 2000.

Risk Management

6. This report has no direct implications for the council in relation to Risk Management

Equality Impact

7. This report has no direct implications for the Council's commitment to equality and diversity. The complaints policy is applied fairly and equitably to all users.
8. This report has no direct implications for the Council's commitment to equality and diversity. The complaints policy is applied fairly and equitably to all users.
9. This report has no impact on children and young people

Human Resources/Organisational Development

10. There are no direct Human Recourses/Organisational Development implications arising from this report.

Commercial/Procurement

11. There are no commercial or procurement implications that require consideration.

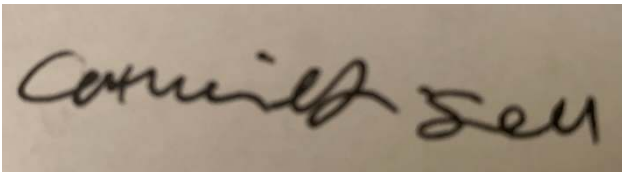
Environment/Climate Change

12. There are no environment/climate change implications that require consideration.

Council Priorities and Projects

13. There are no council priorities and project implications that require consideration.

14. This report has no direct implications on Council and Borough activity and projects.

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Director Children's Services

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Appendices

Appendix 1 – Children Services Complaints, Comments and Compliments 1st
April 22 to 31st March 23

<https://www.dudley.gov.uk/residents/care-and-health/children-and-family-care/childrens-social-care-compliments-comments-and-complaints/>