

**Meeting of the Adult Social Care Select Committee - Thursday 7<sup>th</sup> September 2023**

**Report of the Director of Adult Social Care**

**Adults Social Care Complaints, Comments and Compliments**

**Purpose of report**

1. To provide the overview of the Adults Social Care Complaints Annual report for the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.

**Recommendations**

2. It is recommended that Select Committee :-
  - Note and comment on the contents of the report
  - 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.
4. The annual report provides information relating to all statutory and corporate complaints received in respect of Adult's Services during the period 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023.
5. The statutory process is a one-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.

6. 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**

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

### **Law**

8. The procedures for adult's complaints are determined by legislation, predominantly involving the:-

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009

### **Risk Management**

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

### **Equality Impact**

10. 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
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12. This report has no impact on children and young people

### **Human Resources/Organisational Development**

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

### **Commercial/Procurement**

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

## **Environment/Climate Change**

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

## **Council Priorities and Projects**

16. The current council plan runs from 2022-25 and contains four priorities. The work of the Adult Social Care directorate has a significant impact on the priority of 'Dudley the Borough of Opportunity'. Work towards achieving this priority and its outcomes continues and having insight through monitoring complaints may help drive service improvements.
17. This report has no direct implications on Council and Borough activity and projects



**Matt Bowsher**  
**Director of Adult Social Care**

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## **Appendices**

Appendix 1 – Adult Social Care Complaints, Comments and Compliments 1<sup>st</sup>  
April 22 to 31<sup>st</sup> March 23

## **Background Papers**

[www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/adult-social-care-compliments-comments-complaints/](http://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/adult-social-care-compliments-comments-complaints/)