

 <p>Dudley Metropolitan Borough Council</p>	<p>Dudley Metropolitan Borough Council Scrutiny Scoping Document</p>
<p>Meeting and Date</p>	<p>Social Care and Wellbeing Select Committee 22nd September 25</p>
<p>Report title</p>	<p>Adults Services Complaints Annual report for the period 1st April 24 to 31st March 25</p>
<p>Context</p>	<p>Every Local Authority with responsibility for Social Care Services is required to provide an annual report in relation to the operation of the complaints and representations procedures.</p> <p>The annual report provides information relating to all statutory and corporate complaints received in respect of Adults Services during the period 1st April 24 to 31st March 25. 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</p> <p>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.</p> <p>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.</p>
<p>Objectives</p>	<p>Approval of the Annual report for publication</p>

Links to Council Plan	<p>There are no council priorities and project implications that require consideration</p> <p>This report has no direct implications on Council and Borough activity and projects/council plan</p>
Estimated Timescale	Decision required at scrutiny for publication
Required Outcomes	Approval for publication
Key Stakeholders	<p>No stakeholders are affected by the contents of this report</p> <p>Tracey Curran Complaints Manager will attend and present the report Committee to approve the report for public publication</p>
Cabinet Member	Cllr Andrea Goddard
Lead Officer(s)	<p>Emma Matthews Interim Director Adults Services</p> <p>Report Author – Tracey Curran Complaints Manager</p>