
Social Care and Wellbeing Scrutiny Committee – 22nd September 2025

Report of the Interim Director of Adults Services

Adults Social Care Complaints, Comments and Compliments Annual Report – 1st April 2024 to 31st March 2025

Purpose of report

1. Adults Services Complaints Annual report for the period 1st April 24 to 31st March 25

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.
4. 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.
5. 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 adults 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.
11. 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.
12. This report has no impact on adults

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 Plan

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

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



Interim Director of Adult Services

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Appendix 1 – Adult Services Complaints, Comments and Compliments 1st April 24 to 31st March 25

List of Background Documents

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