

**Customer & Corporate Services Scrutiny
Management Committee**

11 November 2019

Report of the Assistant Director – Legal & Governance

Annual Complaints Report

Summary

1. The attached report and annex is the Council's annual complaints report for April 2018 to March 2019.

Background

2. Complaints and Feedback are managed for all Council areas through the Complaints and Feedback Team (CFT) to ensure that comments, complaints, concerns and compliments are dealt with in an independent and consistent way across the Council.
3. Complaints about adult and children's social care services are dealt with under two separate pieces of legislation:
 - The Children Act 1989 Representations Procedure (England) Regulations 2006
 - The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009
4. Complaints about other council services are dealt with under the Council's Corporate Complaints and Feedback procedures and these have been designed using the guidance and good practice specified in the statutory procedures and by the Local Government and Social Care Ombudsman (LGSCO) formerly known as the Local Government Ombudsman (LGO).

Consultation

5. There was no consultation necessary in the production of this report.

Options

6. Members can:
 - a. Highlight further areas for investigation by officers
 - b. Decide to initiate a Scrutiny Review into this topic and request a scoping report

Council Plan

7. N/A

Implications

8. There are no known Financial, Human Resources, Equalities, Legal, ICT or other implications associated with the recommendations in this report.

Risk Management

9. In compliance with the Council's risk management strategy, there are no known risks associated with this report.

Recommendations

10. Members are asked to consider if there are any issues arising out of the annual report upon which they require further action.

Reason: To ensure that the Council is providing the most appropriate and up to date complaints management and monitoring processes.

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Report Approved Date 15th October 2019

Wards Affected:

All

For further information please contact the author of the report

Annexes

Annex A – City of York Council annual complaints report March 2018 to April 2019