

## **Standards Committee**

**2 November 2020**

### **Complaints and Compliments Annual Report**

#### **Report by Director of Communities**

**Electoral division: Not applicable**

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#### **Summary**

The attached reports fulfil the Council's obligation to provide annual reports on complaints and compliments. The attached appendices represent the annual reports for calendar year 2019 in relation to Children's social care; Adults' social care; and the Council's corporate services.

- (1) That the reports be noted.
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#### **Proposal**

##### **1 Background and context**

- 1.1 The Committee considers annual information on complaints and compliments received by the County Council.

##### **2 Proposal details**

- 2.1 The detailed complaints reports for Adults, Children and Corporate Services are included as appendices 1, 2 and 3. These contain the overview and detail of the 2019 calendar year.

##### **3 Other options considered (and reasons for not proposing)**

- 3.1 Not applicable.

##### **4 Consultation, engagement and advice**

- 4.1 Not applicable

##### **5 Finance**

- 5.1 There are no revenue budget consequences.

##### **6 Risk implications and mitigations**

| <b>Risk</b> | <b>Mitigating Action (in place or planned)</b> |
|-------------|--|
| None        | None   |

## **7 Policy alignment and compliance**

**Director of Communities:** Emily King

**Contact Officer:** David Tominey, Complaints Manager

### **Appendices –**

- 1) Adults' Annual Compliments & Complaints Report
- 2) Children's Annual Compliments & Complaints Report
- 3) Corporate Annual Compliments & Complaints Report

**Background papers –** None.