



RHONDDA CYNON TAF COUNCIL

RECORD OF DECISIONS OF THE EXECUTIVE

DECISION MADE BY: Cabinet DATE DECISION MADE: 24 September, 2019

Cabinet Members Present:

Councillor A Morgan (Chair), Councillor M Webber (Vice-Chair),
Councillor R Bevan, Councillor G Hopkins, Councillor M Norris,
Councillor J Rosser, Councillor R Lewis and Councillor C Leyshon

Apologies for Absence:

Councillor A Crimmings

Other Councillor(s) in Attendance:-

Councillor E Webster

Agenda Item : 7

**SUBJECT: REPRESENTATIONS, COMPLIMENTS AND COMPLAINTS PROCEDURES
ANNUAL REPORT**

1. DECISION MADE:

Agreed –

1. The contents of the Social Services Annual Complaints report, attached as Appendix 1 of the report.
2. To note the work undertaken by the Social Services Complaints Unit.

2. REASON FOR THE DECISION BEING MADE:

It is a requirement of the Social Services Complaints Procedure (Wales) Regulations Procedure 2014 that the Local Authority produce an annual report and that the report is considered by the appropriate Scrutiny Committee

3. LINKS TO CORPORATE PRIORITIES/FUTURE GENERATIONS - SUSTAINABLE DEVELOPMENT:

The function of the Complaints and Representations Unit and the collation of service user feedback through both complaints and compliments provide a quality assurance mechanism by which Adults and Children's Services can measure their performance against the corporate priorities to:

- Improve the experience of those using health and social care services.
- Engage with and use Customer Feedback to redesign our services.
- Deliver essential services well

4. CONSULTATION UNDERTAKEN PRIOR TO DECISION BEING MADE:

None

5. PREVIOUS CONSIDERATION BY A COMMITTEE OF THE COUNCIL:

None

6. PERSONAL INTERESTS DECLARED:

None

7. DISPENSATION TO SPEAK (AS GRANTED BY STANDARDS COMMITTEE):

N/A

8. (a) IS THE DECISION SUBJECT TO CALL-IN BY THE OVERVIEW AND SCRUTINY COMMITTEE:

Yes

Note: This decision will not come into force and may not be implemented until the expiry of 3 clear working days after its publication i.e. **30 September 2019** to enable it to be the subject to the Call-In Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

8.(b) IF NO, REASONS WHY IN THE OPINION OF THE DECISION-MAKER THE DECISION IS EXEMPT OR NON APPLICABLE:

I. COUNCIL / SCRUTINY FUNCTION (CALL IN IS THEREFORE NON APPLICABLE):-

Reason: N/A

II. URGENT DECISION:-

Reason N/A

8.(c) IF DEEMED URGENT - SIGNATURE OF PRESIDING MEMBER OR DEPUTY PRESIDING MEMBER OR HEAD OF PAID SERVICE CONFIRMING AGREEMENT THAT THE PROPOSED DECISION IS REASONABLE IN ALL THE CIRCUMSTANCES FOR IT BEING TREATED AS A MATTER OF URGENCY, IN ACCORDANCE WITH THE OVERVIEW AND SCRUTINY PROCEDURE RULE 17.2:

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(PRESIDING MEMBER)

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(Dated)

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PUBLICATION

Publication on the Councils Website:- **Tuesday, 24 September 2019**

APPROVED FOR PUBLICATION: ✓