



**RHONDDA CYNON TAF COUNCIL**

**RECORD OF DECISIONS OF THE EXECUTIVE**

**DECISION MADE BY: Cabinet    DATE DECISION MADE: 04 October, 2021**

**Cabinet Members Present:**

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

**Other Councillor(s) in Attendance:-**

Councillor G Caple  
Councillor P Jarman

***Agenda Item : 6***

**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 Team

**2. REASON FOR THE DECISION BEING MADE:**

The need to provide Cabinet with an overview of the operation and effectiveness of the Council's statutory Social Services complaints procedure between 1st April 2020 and 31st March 2021.

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

The function of the Complaints and Representations Team 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

**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 to enable it to be the subject to the Call-In

Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

**The closing date for Call-In is 5pm on the 7 October 2021**

**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 OFFICER OR DEPUTY PRESIDING OFFICER 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:**

.....  
(PRESIDING OFFICER)

.....  
(Dated)

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**PUBLICATION**

Publication on the Councils Website:- **Monday, 4 October 2021**

**APPROVED FOR PUBLICATION: ✓**