



RHONDDA CYNON TAF COUNTY BOROUGH COUNCIL

RECORD OF DECISIONS OF THE EXECUTIVE

DECISION MADE BY: Cabinet DATE DECISION MADE: 24th September, 2015.

Agenda Item 6

SUBJECT:
Representation and Complaints Procedures Annual Report

**Cabinet Members Present
County Borough Councillors:**

A.Morgan (Chairman), R.Bevan, A.Crimmings, M.Forey,
E. Hanagan, G Hopkins K. Montague, J Rosser and M.Webber

1. DECISION MADE:

Agreed –

- To approve the contents of the Social Services Annual Complaints Report as detailed within Appendix 1 of the report.
- To note the work undertaken by the Social Services Complaints Team

2. REASON FOR THE DECISION BEING MADE:

- In accordance with the Statutory requirement to operate a Social Services complaints procedure that follows the Welsh Government's 'Listening and Learning' guidance and to produce an Annual report relating to the operation of the Complaints procedure.

3. CONSULTATION UNDERTAKEN PRIOR TO DECISION BEING MADE:

- N/A

4. PERSONAL INTERESTS DECLARED:

- None

5. DISPENSATION TO SPEAK (AS GRANTED BY STANDARDS COMMITTEE):
N/A

6. (a) IS THE DECISION URGENT AND NOT TO BE THE SUBJECT OF ANY CALL-IN BY THE OVERVIEW AND SCRUTINY COMMITTEE:

YES NO ✓

Note: This decision will not come into force and may not be implemented until the expiry of 5 clear working days after its publication i.e. **2nd October 2015** to enable it to be the subject to the Call-In Procedure in Rule 17.1 of the Overview and Scrutiny Procedure Rules.

6. (b) IF YES, REASONS WHY IN THE OPINION OF THE DECISION-MAKER THE DECISION IS URGENT:

N/A

6. (c) SIGNATURE OF MAYOR OR DEPUTY MAYOR 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:

N/A

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(Mayor)

.....

(Dated)



.....
(Proper Officer)

24.09.15
(Dated)