



**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:**

.....  
(PRESIDING MEMBER)

.....  
(Dated)

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**PUBLICATION**

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

**APPROVED FOR PUBLICATION: ✓**