

# Cyngor Sir CEREDIGION County Council

Alun Williams

Pennaeth Cefnogi Polisi /

Head of Policy Support

Neuadd Cyngor Ceredigion, Penmorfa, Aberaeron, SA46 0PA

[www.ceredigion.gov.uk](http://www.ceredigion.gov.uk)



Dyddiad  
Date

20<sup>th</sup> September 2017

Gofynnwch am  
Please ask for

Llinell uniongyrchol  
Direct line

01545 574151

Fy nghyf  
My ref

MP/12175

Eich cyf  
Your ref

Ebost  
Email

[foi@ceredigion.gov.uk](mailto:foi@ceredigion.gov.uk)

Dear Mrs O'Reilly

I write in response to your Freedom of Information request dated 22<sup>nd</sup> August 2017 in respect of the time taken by the Authority to respond to complaints.

I have provided the answers and some additional information for contextual purposes below, all of which relate to the period between **22<sup>nd</sup> August 2016 and 22<sup>nd</sup> August 2017**

You requested: '*In the past 12 months, and at today's date*':

## 1. How many complaints have been made to or referred to the complaints department?

A total of **420** contacts have been referred to the complaints departments during the period stipulated. These numbers relate to the total activity/cases referred to the complaints department.

This includes all concerns and enquiries submitted via the Council's online complaints form on its website, concerns received by post and contacts from the office of the Public Services Ombudsman for Wales. It must also be noted that not all of these contacts will have been categorised as 'complaints' because following initial assessment by the complaints officer, it may be that the contact is a service request, or an enquiry and will be addressed under different policies. The above figure does not include FOI activity which is also a responsibility of the complaints officers.

**Of the contacts received, 186 Stage 1 and Stage 2 complaints were recorded within the above period**

**200 online concerns and complaint forms were received**

**34 contacts were received from the Public Services Ombudsman for Wales**

Rydym yn croesawu gohebiaeth yn Gymraeg a Saesneg. Cewch ateb Cymraeg i bob gohebiaeth Gymraeg ac ateb Saesneg i bob gohebiaeth Saesneg. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

We welcome correspondence in Welsh and English. Correspondence received in Welsh will be answered in Welsh and correspondence in English will be answered in English. Corresponding in Welsh will not involve any delay.

Prif Weithredwr / Chief Executive :

Dirprwy Brif Weithredwr / Deputy Chief Executive :

Cyfarwyddwyr Strategol / Strategic Directors :

Bronwen Morgan

Eifion Evans

Huw Morgan Cymunedau Cynaliadwy / Sustainable Communities

Barry Rees Dysgu a Phartneriaethau / Learning and Partnerships

Sue Darnbrook Gofal, Amddiffyn a Ffordd o Fyw / Care, Protection and Lifestyle

**2. How many of those complaints were fully investigated (stage 2) and in how many of these instances was a response sent to the complainant within 20 working days?**

Of the concerns/complaints activity received, and responded to as a Stage 2 complaint under the Corporate policy (where there is a prescribed response date of 20 working days), there were **54** Stage 2 complaints during this period.

**21** were responded to within the prescribed timescale of 20 working days.  
**2** were withdrawn/discontinued.

The Social Services Complaints Procedure (Wales) Regulations 2014 allows 25 working days for completion after confirmation of the complaint with the Investigating Officer. There was **1** Stage 2 Social Services complaint – and this was not responded to within the 25 working days. However, the complainant was kept informed of the delays.

**3. How many complaints were investigated by an Independent investigator and who chooses who can work as an independent investigator for the LA?**

**3** cases were assigned to an Independent Investigating Officer under the Corporate Complaints policy

There was **1** Stage 2 complaint investigated by an Independent Investigating Officer under the Social Services Complaints Procedure (Wales) Regulations 2014 during this period.

The Social Services Complaints Procedure (Wales) Regulations 2014 requires that all Stage 2 complaints are investigated by an Independent Investigator.

Independent Investigators are identified from a list of specialists/ /experts (in Social Services cases) which is shared between local authorities across Wales, or identified via discussion with colleagues or counterparts in neighbouring authorities.

**4. How many complaints were made where no response, or only a holding response was sent in 20 working days?**

All complaints where an investigation under Stage 2 of the Corporate Complaints policy has been confirmed upon acknowledgement will have received an update on their complaint if their response is delayed for whatever reason.

Stage 1 complaint responses are due within 10 working days.

**5. How many complaints were upheld? How many were upheld in part and how many were not upheld?**

<b>Outcome</b>	<b>Stage 1</b>	<b>Stage 2</b>
Upheld in whole or part	34	14
Not upheld	56	30
Ongoing	10	0
Referred to frontline staff and resolved	23	3
Discontinued	1	2
Withdrawn	1	0
Open	3	5
Complaint about service not provided by this body	3	0
Quick Fix / Voluntary settlement	1	0
<b>TOTAL</b>	<b>132</b>	<b>54</b>

**6. How many complaints received no reply whatsoever?**

None – all cases that are confirmed as being addressed under Stage 2 will have received a response or an update to their complaint (aside from those which are open at the time of this response).

**7. How many complaints were investigated by the PSOW?**

4 complaints were investigated by the PSOW.

**8. How many complaints investigated by the PSOW were upheld, either in part or in full?**

No cases have been upheld (wholly or in part) by the PSOW during the time covered by this request.

I trust that the above information is useful, however should you wish to complain about the way in which your request has been handled, the Authority operates an internal review procedure. If you wish to utilise this procedure then please write to, Mr Alun Williams, Cyngor Sir Ceredigion County Council, Neuadd Cyngor Ceredigion, Penmorfa, Aberaeron, Ceredigion, SA46 OPA or via email through [foi@ceredigion.gov.uk](mailto:foi@ceredigion.gov.uk) .

Yours sincerely

FoI Team