

# BRIDGEND COUNTY BOROUGH COUNCIL

## REPORT TO CABINET

17 NOVEMBER 2020

### REPORT OF THE CHIEF OFFICER – LEGAL , HR AND REGULATORY SERVICES

#### CORPORATE COMPLAINTS POLICY

#### 1. Purpose of report

- 1.1 The purpose of this report is to present the revised BCBC Corporate Complaints Policy and seek approval for the same.

#### 2. Connection to corporate well-being objectives / other corporate priorities

- 2.1 This report assists in the achievement of the following corporate well-being objectives under the **Well-being of Future Generations (Wales) Act 2015:-**
1. **Supporting a successful sustainable economy** – taking steps to make the county borough a great place to do business, for people to live, work, study and visit, and to ensure that our schools are focussed on raising the skills, qualifications and ambitions for all people in the county borough.
  2. **Helping people and communities to be more healthy and resilient** - taking steps to reduce or prevent people from becoming vulnerable or dependent on the Council and its services. Supporting individuals and communities to build resilience, and enable them to develop solutions to have active, healthy and independent lives.
  3. **Smarter use of resources** – ensure that all resources (financial, physical, ecological, human and technological) are used as effectively and efficiently as possible and support the creation of resources throughout the community that can help to deliver the Council’s well-being objectives.

#### 3. Background

- 3.1 The Public Services Ombudsman (Wales) Act 2019 achieved Royal Assent in July 2019.
- 3.2 The Public Services Ombudsman for Wales (PSOW) wrote to the Leaders and Chief Executives of all 22 local authorities in September 2020 explaining how his Complaints Standards Authority has engaged with representatives from all local authorities to put in place a raft of measures designed to support and enhance complaint handling. These measures include bespoke training, and a process for all local authorities to report complaints statistics to the Ombudsman’s office on a quarterly basis.
- 3.3 In his letter the Ombudsman also encourages all local authorities to reflect on how their current practices and procedures comply with the Statement of Principles,

Model Complaint Handling Process and Guidance published on the Ombudsman's website.

#### **4. Current situation/proposal**

- 4.1 The Corporate Complaints Policy has been reviewed and revised in line with the Ombudsman's Model Complaints Handling Policy and is attached as Appendix 1 for approval. The revised Policy will be published on the Council's website and internally on the intranet.

#### **5. Effect upon policy framework and procedure rules**

- 5.1 None.

#### **6. Equality Impact Assessment**

- 6.1 An initial EIA screening has been undertaken and a full EIA is not required. In the preparation of the Policy, the impact the Policy may have on people because of the presence or absence of one or more of the nine protected characteristics has been assessed. The Policy is not likely to impact differently on any particular group.

#### **7. Well-being of Future Generations (Wales) Act 2015 implications**

- 7.1 The wellbeing goals identified in the Act were considered in the preparation of this report. It is considered that there will be no significant or unacceptable impacts upon the achievement of well-being goals / objectives as a result of this report.

#### **8. Financial implications**

- 8.1 The PSOW has the legal power to require authorities to make payments to complainants where they have suffered financial loss or in compensation for distress and inconvenience.

#### **9. Recommendation**

- 9.1 Cabinet is requested to approve the Corporate Complaints Policy attached as Appendix 1.

**Kelly Watson**

**Chief Officer – HR, Legal and Regulatory Services and Monitoring Officer**

**4 November 2020**

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**Background documents:** None