

Meeting of:	CABINET
Date of Meeting:	4 FEBRUARY 2025
Report Title:	MONITORING REPORT – CORPORATE COMPLAINTS
Report Owner / Corporate Director:	CHIEF OFFICER – LEGAL AND REGULATORY, HR AND CORPORATE POLICY
Responsible Officer:	CHARLOTTE BRANFORD INFORMATION AND DATA PROTECTION OFFICER
Policy Framework and Procedure Rules:	There is no effect upon the policy framework and procedure rules.
Executive Summary:	The purpose of this report is to present the Annual Corporate Complaints data for 2024

1. Purpose of Report

- 1.1 The purpose of this report is to provide information to Cabinet on the performance of the Information Team in processing Corporate Complaints, Freedom of Information (FOI) requests and other information requests.

2. Background

- 2.1 The Corporate Complaints Policy requires that the Information Team report to Cabinet at least annually on performance. **Appendix A** includes performance data in relation to the additional areas outlined above (FOI and other information requests) as these form a significant part of the work of the team.

3. Current situation / proposal

- 3.1 **Appendix A** provides a monitoring report for the period 1 January 2024 – 31 December 2024.

4. Equality implications (including Socio-economic Duty and Welsh Language)

- 4.1 The protected characteristics identified within the Equality Act, socio-economic duty and the impact on the use of the Welsh language have been considered in the preparation of this report. As a public body in Wales, the Council must consider the impact of strategic decisions, such as the development or the review of policies,

strategies, services and functions. It is considered that there will be no significant or unacceptable equality impacts as a result of this report.

5. Well-being of Future Generations implications and connection to Corporate Well-being Objectives

- 5.1 The well-being 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 wellbeing goals/objectives as a result of this report.

6. Climate Change Implications

- 6.1 There are no climate change implications arising from this report.

7. Safeguarding and Corporate Parent Implications

- 7.1 There are no safeguarding or corporate parent implications arising from this report.

8. Financial Implications

- 8.1 There are no financial implications arising out of this report.
- 8.2 The Public Services Ombudsman Wales (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. The PSOW has not required the Authority to make any payments within this reporting period.

9. Recommendation

- 9.1 Cabinet is recommended to note the report.

Background documents

None