

<b>Meeting of:</b>	<b>GOVERNANCE AND AUDIT COMMITTEE</b>
<b>Date of Meeting:</b>	<b>27 NOVEMBER 2025</b>
<b>Report Title:</b>	<b>MONITORING REPORT – CORPORATE COMPLAINTS</b>
<b>Report Owner: Responsible Chief Officer / Cabinet Member</b>	<b>CHIEF OFFICER – LEGAL AND REGULATORY, HR AND CORPORATE POLICY</b>
<b>Responsible Officer:</b>	<b>CHARLOTTE BRANFORD INFORMATION AND DATA PROTECTION OFFICER</b>
<b>Policy Framework and Procedure Rules:</b>	<b>There is no effect upon the policy framework and procedure rules.</b>
<b>Executive Summary:</b>	<p><b>The purpose of this report is to note the Authority’s corporate complaints process and determine whether the Committee wishes to make any recommendations in relation to the Authority’s ability to handle complaints effectively.</b></p> <p><b>The report also provides the Public Services Ombudsman for Wales Annual Letter for the Authority for 2023/24 which must be presented to the Committee.</b></p>

## **1. Purpose of Report**

- 1.1 The purpose of this report is to note the Authority’s corporate complaints process and determine whether the Committee wishes to make any recommendations in relation to the Authority’s ability to handle complaints effectively.

The report also provides the Public Services Ombudsman for Wales (PSOW) Annual Letter for the Authority for 2024/25 which must be presented to the Committee. This report will also be presented to Cabinet.

## **2. Background**

- 2.1 The Authority’s Concerns and Complaints Policy is designed to deal with corporate complaints. There are separate processes for dealing with social services complaints, Elected Member conduct concerns and school based complaints. The Social Services Complaints Procedure (Wales) Regulations 2014 outlines the procedure for handling complaints from persons receiving a service from social

services. School based complaints are dealt with separately by the relevant school and Governing Body. Complaints from members of the public about Elected Members are within the remit of the Public Services Ombudsman for Wales (PSOW). In addition, Freedom of Information Act, Environmental Information Regulations appeals and complaints about data protection are within the remit of the Information Commissioner's Office (ICO).

- 2.2 In 2019 the PSOW gained new powers under the Public Services Ombudsman (Wales) Act 2019 in relation to complaints handling procedures. The Ombudsman published a Statement of Principles concerning complaints handling procedures and a model complaints handling policy together with associated guidance on the implementation of a new model Concerns and Complaints Policy.
- 2.3 The PSOW wrote to all 22 local authorities in September 2020 explaining how the Ombudsman's Complaints Standards Authority created within the PSOW had engaged with representatives from all local authorities to put in place a raft of measures designed to support and enhance complaint handling. These measures included bespoke training and support which has been taken up by officers at Bridgend County Borough Council (BCBC) and a process for all local authorities to report complaints statistics to the PSOW on a quarterly basis. The Ombudsman encouraged 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 PSOW website.
- 2.4 The Concerns and Complaints Policy attached as **Appendix 1** was reviewed and revised in line with the PSOW model policy and subsequently approved by Cabinet on 17 November 2020. The Policy incorporates the PSOW Statement of Principles namely that the complaints process should be: (1) complainant focussed (2) fair and objective (3) simple (4) timely and effective (5) accountable (6) committed to continuous improvement. There is no change to the current approach (informal and formal stage) which will remain with the right to then escalate a complaint to the PSOW should the complainant be dissatisfied with the Authority's response. The current policy was reviewed in July 2024 and is published on the Council's website and internally on the intranet.
- 2.5 The Authority also has a separate Unreasonable or Vexatious Behaviour Complaints Policy which is rarely utilised but provides officers with support and advice on managing situations when someone's actions are considered unreasonable. Most of the contact that the Authority has with customers is positive. However, there may be occasions when customers act in an unreasonable or unacceptable manner. In some cases the frequency and the nature of their contact with the Authority can hinder the consideration of their own or other people's enquiries. In some instances the sheer number or nature of their inquiries lead them to be considered as 'persistent' or 'vexatious' in their dealings with staff. There are currently 4 individuals classed as vexatious. A copy of the policy is attached as **Appendix 2** and sits alongside the Concerns and Complaints Policy.

### 3. Current situation / proposal

- 3.1 The Information Team is responsible for the management of the Authority's corporate complaints process. **Appendix 3** sets out performance data in relation to corporate complaints for the period 1 April 2024 to 30 April 2025.
- 3.2 The PSOW also reports annually on the number of complaints against public bodies received by its office. The Ombudsman's Annual Letter for BCBC for 2024/25 is attached at **Appendix 4** and must be presented to the Governance and Audit Committee and Cabinet for noting.
- 3.3 As outlined in the Annual Letter, the number of complaints against the Authority for the period 2024–2025 was 58 of which 57 were closed. The figure for 2023-2024 was 59. The figure for 2024-25 represents 0.07 complaints received per 1000 residents. Children's Social Services attracted the largest number of complaints - 14. Overall, 20 cases were not investigated, 19 were premature, 12 were out of jurisdiction, 5 were settled by working with the Ombudsman for early resolution. One complaint proceeded to investigation and was upheld.
- 3.4 10 Code of Conduct complaints against the Authority's Councillors were received by the Ombudsman's Office in this period, none of which proceeded to investigation.
- 3.5 The Complaints Standards Authority publishes datasets on complaints handled by local authorities. These datasets are published on the Ombudsman's website and on the Council's website. This data shows that in 2024/2025 the Ombudsman intervened in 11% of the Authority's complaints.
- 3.6 In terms of complaints handling roles, Section 115 of the Local Government and Elections (Wales) Act 2021 sets out a provision that came into force in April 2021 for the Governance and Audit Committee to *"review and assess the authority's ability to handle complaints effectively and to make reports and recommendations in relation to the authority's ability to handle complaints effectively"*. It is proposed that the Committee receives an Annual Report on complaints under its Terms of Reference. Anonymised data is also be shared quarterly with the PSOW Complaints Standards Authority as part of the Authority's commitment to accountability and learning from complaints.
- 3.7 The Authority takes complaints and concerns seriously and will try to learn from any mistakes made. The Information Team has developed a process to monitor both the effectiveness of the complaints process and how complaints data is being used to improve services and delivery of care. It is proposed that Services then consider any emerging themes and identify any service improvements required as a result of concerns raised. The information identified will then be used to contribute to service development which could include additional training, changes to internal procedures, increased monitoring etc.
- 3.8 Members will recall from previous reports that the Complaints Team is currently exploring in conjunction with the Customer Services Team and our external provider Granicus, the possibility of developing a central system for logging and processing complaints. It is recognised that we must build and act on the knowledge gathered within the complaints data and use it as a positive source to promote improvement in relation to any customer contact with the Authority. Going forward, it is anticipated that the new system will provide a more timely and streamlined way to produce data for reports and improve data records within the complaints process.

The system will be monitored with the Complaints Team, feeding back on any issues they may identify within the system in order to further streamline the process.

**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 and Nature Implications**

- 6.1 There are no climate change and nature 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 from this report.
- 8.2 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. The PSOW has not required the Authority to make any payments within this reporting period.

**9. Recommendation**

- 9.1 The Committee is recommended to note the report and appendices and determine whether it wishes to make any recommendations in relation to the Authority's ability to handle complaints effectively.

**Background documents**

None.