

Finance Committee

Consideration of powers: Public Services Ombudsman for Wales

PSOW 08a – Welsh Local Government Association Additional Information

	Complaints Section of website	Methods of receiving complaint	Are complaints reports presented to members?
1. Blaenau Gwent	<a href="http://www.blaenau-gwent.gov.uk/council/149.asp">http://www.blaenau-gwent.gov.uk/council/149.asp</a>	<ul style="list-style-type: none"> <li>• Phone, email, letter and text.</li> <li>• Children or young people offered a 'Freephone Buddy' service.</li> </ul>	<ul style="list-style-type: none"> <li>• The Ombudsman's Annual Letter is considered by Audit Committee</li> <li>• Corporate Overview Committee receives complaints information in quarterly Joint Finance &amp; Performance Report</li> </ul>
2. Bridgend	<a href="http://www1.bridgend.gov.uk/services/concerns-and-complaints-policy.aspx">http://www1.bridgend.gov.uk/services/concerns-and-complaints-policy.aspx</a>	<ul style="list-style-type: none"> <li>• Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• The Ombudsman's Annual Letter is considered by Standards Committee, including the Ombudsman's Casebook. <a href="https://democratic.bridgend.gov.uk/ieListDocuments.aspx?CId=133&amp;MID=1489#AI529">https://democratic.bridgend.gov.uk/ieListDocuments.aspx?CId=133&amp;MID=1489#AI529</a></li> <li>• Annual Complaints Reports are presented to Cabinet. <ul style="list-style-type: none"> <li>○ <a href="https://democratic.bridgend.gov.uk/documents/s1317/140722%201%20Corporate%20Complaints%20Policy.pdf">https://democratic.bridgend.gov.uk/documents/s1317/140722%201%20Corporate%20Complaints%20Policy.pdf</a></li> <li>○ <a href="https://democratic.bridgend.gov.uk/documents/s1318/140722%201%20Corporate%20Complaints%20Policy%20Appendix.pdf">https://democratic.bridgend.gov.uk/documents/s1318/140722%201%20Corporate%20Complaints%20Policy%20Appendix.pdf</a></li> </ul> </li> </ul>
3. Caerphilly	<a href="http://www.caerphilly.gov.uk/My-Council/Complaints-and-feedback">http://www.caerphilly.gov.uk/My-Council/Complaints-and-feedback</a>	<ul style="list-style-type: none"> <li>• Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• The Ombudsman's Annual Letter is presented to Standards Committee and full Council</li> <li>• Reports detailing complaints under the council's corporate complaints policy are reported to Audit Committee on a six monthly basis.</li> </ul>
4. Cardiff	<a href="https://www.cardiff.gov.uk/ENG/Home/Contact-us/Comments-complaints-and-compliments/Pages/default.aspx">https://www.cardiff.gov.uk/ENG/Home/Contact-us/Comments-complaints-and-compliments/Pages/default.aspx</a>	<ul style="list-style-type: none"> <li>• Phone, face-to-face at offices/hubs, email, letter and webform.</li> <li>• Contact local councillor</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Complaints Report presented to Cabinet - <a href="https://formerly.cardiff.gov.uk/objview.asp?object_id=29638">https://formerly.cardiff.gov.uk/objview.asp?object_id=29638</a></li> <li>• Quarterly Performance Reports include complaints information – these are reported to Cabinet and Policy Review and Performance Scrutiny Committees</li> </ul>

Finance Committee

Consideration of powers: Public Services Ombudsman for Wales

PSOW 08a – Welsh Local Government Association Additional Information

5. Carmarthenshire	<a href="http://www.carmarthenshire.gov.uk/English/council/complaints/Pages/Home.aspx">http://www.carmarthenshire.gov.uk/English/council/complaints/Pages/Home.aspx</a>	<ul style="list-style-type: none"> <li>• Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• The Ombudsman's Annual Report is taken to Standards Committee annually.</li> <li>• Statistics on our internal complaints, and Ombudsman's complaints are taken to Scrutiny Committee quarterly by the Complaints Team.</li> <li>• S. 16 reports are reported to Full Council when issued.</li> </ul>
6. Ceredigion	<a href="http://www.ceredigion.gov.uk/English/Your-Council/Complaints/Pages/Complaints-Policy.aspx">http://www.ceredigion.gov.uk/English/Your-Council/Complaints/Pages/Complaints-Policy.aspx</a>	<ul style="list-style-type: none"> <li>• Phone, email, letter and webform.</li> <li>• Contact local councillor</li> </ul>	<ul style="list-style-type: none"> <li>• Annual Complaints Report presented to full Council - <a href="http://www.ceredigion.gov.uk/cpdl/Democratic_Services_Meetings_Public/H%2020140925.pdf">http://www.ceredigion.gov.uk/cpdl/Democratic_Services_Meetings_Public/H%2020140925.pdf</a></li> </ul>
7. Conwy	<a href="http://www.conwy.gov.uk/doc.asp?cat=5239&amp;doc=19880">http://www.conwy.gov.uk/doc.asp?cat=5239&amp;doc=19880</a>	<ul style="list-style-type: none"> <li>• Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• The Ombudsman's Annual Letter/Annual Report is considered by Cabinet and Scrutiny.</li> <li>• As from 01/04/2014 analysis of lessons learned from service complaints will be produced in the annual report presented to scrutiny and cabinet.</li> </ul>
8. Denbighshire	<a href="https://www.denbighshire.gov.uk/en/your-council/complaints-compliments-and-feedback/complaints-compliments-and-feedback.aspx">https://www.denbighshire.gov.uk/en/your-council/complaints-compliments-and-feedback/complaints-compliments-and-feedback.aspx</a>	<ul style="list-style-type: none"> <li>• Phone, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• A Your Voice annual report presented to Corporate Governance Committee – this includes a summary of the Ombudsman's annual report and letter and also contains the Council's investigation summaries. <a href="https://moderngov.denbighshire.gov.uk/ieListDocuments.aspx?CId=130&amp;MIId=4902&amp;Ver=4&amp;LLL=0">https://moderngov.denbighshire.gov.uk/ieListDocuments.aspx?CId=130&amp;MIId=4902&amp;Ver=4&amp;LLL=0</a></li> <li>• Performance Scrutiny Committee receive complaints reports on a monthly basis. The report contains information on numbers of complaints and timescale adherence. Using these reports, Members identify areas which require more detailed analysis and this is provided on a quarterly basis. <a href="https://moderngov.denbighshire.gov.uk/ieListDocuments.aspx?CId=269&amp;MIId=4996&amp;Ver=4&amp;LLL=0">https://moderngov.denbighshire.gov.uk/ieListDocuments.aspx?CId=269&amp;MIId=4996&amp;Ver=4&amp;LLL=0</a></li> </ul>

Finance Committee

Consideration of powers: Public Services Ombudsman for Wales

PSOW 08a – Welsh Local Government Association Additional Information

9. Flintshire	<a href="http://www.flintshire.gov.uk/en/Resident/Contact-Us/Compliments-Concerns-and-Complaints.aspx">http://www.flintshire.gov.uk/en/Resident/Contact-Us/Compliments-Concerns-and-Complaints.aspx</a>	<ul style="list-style-type: none"> <li>Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>Ombudsman's Annual Letter presented to Cabinet and the Standards Committee <a href="http://cyfarfodyddpwyllogor.sirffflint.gov.uk/ieListDocuments.aspx?Cld=152&amp;Mid=3229&amp;Ver=4&amp;LLL=undefined">http://cyfarfodyddpwyllogor.sirffflint.gov.uk/ieListDocuments.aspx?Cld=152&amp;Mid=3229&amp;Ver=4&amp;LLL=undefined</a></li> </ul>
10. Gwynedd	<a href="https://www.gwynedd.gov.uk/en/Council/Contact-us/Formal-complaint.aspx">https://www.gwynedd.gov.uk/en/Council/Contact-us/Formal-complaint.aspx</a>	<ul style="list-style-type: none"> <li>Phone, Face-to-face, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>The relevant Cabinet Member and Corporate Management Team will receive regular reports on the type of complaints received and the lessons to be learnt.</li> <li>An annual report on complaints will also be prepared summarising the lessons learnt and how they have contributed to service improvement.</li> </ul>
11. Merthyr Tydfil	<a href="http://www.merthyr.gov.uk/english/councilanddemocracy/complaints/pages/complaintsprocedure.aspx">http://www.merthyr.gov.uk/english/councilanddemocracy/complaints/pages/complaintsprocedure.aspx</a>	<ul style="list-style-type: none"> <li>Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>Cabinet members are informed of significant complaints relating to their area and are involved in discussions about outcomes where a complaint is upheld. Also if there is a complaint which is upheld and where a sanction is imposed that is reported to Cabinet.</li> </ul>
12. Monmouthshire	<a href="http://www.monmouthshire.gov.uk/feedback">http://www.monmouthshire.gov.uk/feedback</a>	<ul style="list-style-type: none"> <li>Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>Ombudsman's Annual Letter presented to Standards Committee</li> <li>Annual reports on complaints are presented to Audit Committee <ul style="list-style-type: none"> <li><a href="http://www.monmouthshire.gov.uk/events/event/audit-committee-9">http://www.monmouthshire.gov.uk/events/event/audit-committee-9</a></li> </ul> </li> <li>Annual reports on Social Services complaints are presented to Adults Select and Children's Select Committee</li> </ul>
13. Neath Port Talbot	<a href="http://www.npt.gov.uk/defa">http://www.npt.gov.uk/defa</a>	<ul style="list-style-type: none"> <li>Phone, face-to-face</li> </ul>	<ul style="list-style-type: none"> <li>Ombudsman's Annual Letter and Annual Council Update Report on</li> </ul>

Finance Committee

Consideration of powers: Public Services Ombudsman for Wales

PSOW 08a – Welsh Local Government Association Additional Information

	<a href="#">ult.aspx?page=2777</a>	at contact centre, email, letter and webform.	<p>complaints is presented to Policy and Resources Cabinet Board</p> <ul style="list-style-type: none"> <li>Annual Council Update Report on complaints is presented to Policy and Resources Overview and Scrutiny Committee <ul style="list-style-type: none"> <li><a href="https://democracy.npt.gov.uk/documents/g758/Public%20reports%20pack%2004th-Sep-2014%2012.00%20Policy%20and%20Resources%20Cabine%20Board.pdf?T=10">https://democracy.npt.gov.uk/documents/g758/Public%20reports%20pack%2004th-Sep-2014%2012.00%20Policy%20and%20Resources%20Cabine%20Board.pdf?T=10</a></li> <li><a href="https://democracy.npt.gov.uk/documents/s5233/Custom%20Services%20Contact%20Centre%20Performance.pdf">https://democracy.npt.gov.uk/documents/s5233/Custom%20Services%20Contact%20Centre%20Performance.pdf</a></li> <li><a href="https://democracy.npt.gov.uk/documents/s5402/Complai%20Compliments%20and%20Comments%20-%20Annual%20Report.pdf">https://democracy.npt.gov.uk/documents/s5402/Complai%20Compliments%20and%20Comments%20-%20Annual%20Report.pdf</a></li> </ul> </li> <li>Ombudsman's Annual Report presented to Standards Committee (code of conduct complaints)</li> </ul>
14. Newport	<a href="http://www.newport.gov.uk/dc/index.cfm?fuseaction=ouncil.homepage&amp;contentid=n_058334">http://www.newport.gov.uk/dc/index.cfm?fuseaction=ouncil.homepage&amp;contentid=n_058334</a>	<ul style="list-style-type: none"> <li>Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>Ombudsman's Annual Letter and Annual Council Update Report on complaints is presented to Standards Committee</li> <li>The data from the Ombudsman's Letter is included within the annual Report to Cabinet on the number of corporate and social services complaints (and compliments) received, the outcomes and an analysis of the lessons learnt.</li> <li>In accordance with the Council's Performance Management Framework, the Service Improvement Plans for each service area also contain details of the complaints and compliments received, and these are reported to the relevant Scrutiny Committee on a 6 monthly basis.</li> </ul>
15. Pembrokeshire	<a href="http://www.pembrokeshire.gov.uk/content.asp?nav=101,1039">http://www.pembrokeshire.gov.uk/content.asp?nav=101,1039</a>	<ul style="list-style-type: none"> <li>Phone, email, letter and face-to-face.</li> </ul>	<ul style="list-style-type: none"> <li>The Council's Standards Committee considers the Annual Report by the PSOW (usually at its meeting in the autumn - <a href="http://vmmoderngov1:8070/ieListDocuments.aspx?CId=304&amp;MId=3213&amp;Ver=4&amp;LLL=0">http://vmmoderngov1:8070/ieListDocuments.aspx?CId=304&amp;MId=3213&amp;Ver=4&amp;LLL=0</a> ) and undertakes an analysis of the complaints received by the Council in particular.</li> <li>Half yearly reports on complaint handling is provided to</li> </ul>

Finance Committee

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PSOW 08a – Welsh Local Government Association Additional Information

			<p>Cabinet. The Cabinet and Overview and Scrutiny Committees dealing with children and adult care receive the annual Social Services Complaints report -</p> <p><a href="http://vmmoderngov1:8070/ieListDocuments.aspx?CId=281&amp;MId=3155&amp;Ver=4&amp;LLL=0">http://vmmoderngov1:8070/ieListDocuments.aspx?CId=281&amp;MId=3155&amp;Ver=4&amp;LLL=0</a> .</p>
16. Powys	<a href="http://www.powys.gov.uk/en/customer-services/make-a-complaint/">http://www.powys.gov.uk/en/customer-services/make-a-complaint/</a>	<ul style="list-style-type: none"> <li>• Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• Ombudsman's Annual Report is presented to Standards Committee with a link to the PSOW website for access to individual reports.</li> <li>• The existence and outcome of active individual reports are notified to each Standards Committee. Details of the complaint and the identity of the accused is not given</li> <li>• PSOW casebook is also taken to Standards Committee</li> </ul>
17. Rhondda Cynon Taf	<a href="http://www.rctcbc.gov.uk/en/councildemocracy/corporatecomplaints/complaints-procedure/complaintsprocedure.aspx">http://www.rctcbc.gov.uk/en/councildemocracy/corporatecomplaints/complaints-procedure/complaintsprocedure.aspx</a>	<ul style="list-style-type: none"> <li>• Phone, face-to-face, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• Ombudsman's Annual Letter is presented to the Corporate Services Scrutiny Committee -</li> <li>• <a href="http://www.rctcbc.gov.uk/en/councildemocracy/democracyelections/councillorscommittees/meetings/corporateservicesscrutinycommittee/2014/09/11/reports/item4-complaintsofmaladministration.pdf">http://www.rctcbc.gov.uk/en/councildemocracy/democracyelections/councillorscommittees/meetings/corporateservicesscrutinycommittee/2014/09/11/reports/item4-complaintsofmaladministration.pdf</a></li> <li>• The use of the Council's 'Unreasonably Persistent Customer Policy' is reviewed annually by the Council's Standards Committee.</li> <li>• Scrutiny committees can request analysis/updates/reports on service complaints received.</li> </ul>
18. Swansea	<a href="https://www.swansea.gov.uk/complaints">https://www.swansea.gov.uk/complaints</a>	<ul style="list-style-type: none"> <li>• Phone, face-to-face, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• Ombudsman's Annual Report is presented to Standards Committee</li> <li>• An Annual Corporate Complaints Report goes to Cabinet, incorporating the Social Services Annual Reports for Children Services &amp; Adult Services -</li> </ul>

Finance Committee

Consideration of powers: Public Services Ombudsman for Wales

PSOW 08a – Welsh Local Government Association Additional Information

			<ul style="list-style-type: none"> <li>○ <a href="http://democracy.swansea.gov.uk/ieListDocuments.aspx?CId=124&amp;MId=5575&amp;Ver=4&amp;LLL=-1">http://democracy.swansea.gov.uk/ieListDocuments.aspx?CId=124&amp;MId=5575&amp;Ver=4&amp;LLL=-1</a></li> </ul>
19. Torfaen	<a href="http://www.torfaen.gov.uk/igsl/en/Complaints/Complaints/How-to-Complain.aspx">http://www.torfaen.gov.uk/igsl/en/Complaints/Complaints/How-to-Complain.aspx</a>	<ul style="list-style-type: none"> <li>• Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• Resources Overview and Scrutiny Committee receive complaints received in the Resources Directorate.</li> <li>• Social care complaints are reported to the relevant Executive Member</li> </ul>
20. Vale of Glamorgan	<a href="http://www.valeofglamorgan.gov.uk/en/our_council/complaints_and_compliments.aspx">http://www.valeofglamorgan.gov.uk/en/our_council/complaints_and_compliments.aspx</a>	<ul style="list-style-type: none"> <li>• Phone, face-to-face, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• Ombudsman's Annual Letter a is presented to Cabinet</li> <li>• Annual Complaints Report presented to Cabinet</li> </ul>
21. Wrexham	<a href="https://www.wrexham.gov.uk/top_navigation/complaints/introduction.htm">https://www.wrexham.gov.uk/top_navigation/complaints/introduction.htm</a>	<ul style="list-style-type: none"> <li>• Phone, face-to-face, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• Ombudsman's Annual Letter presented to Executive Board</li> <li>• 6 monthly complaints reports presented to Customers, Performance &amp; Scrutiny Committee <ul style="list-style-type: none"> <li>○ <a href="http://moderngov.wrexham.gov.uk/ieListDocuments.aspx?CId=138&amp;MID=2558#AI1271&amp;LLL=undefined">http://moderngov.wrexham.gov.uk/ieListDocuments.aspx?CId=138&amp;MID=2558#AI1271&amp;LLL=undefined</a></li> <li>○ <a href="http://moderngov.wrexham.gov.uk/ieListDocuments.aspx?CId=138&amp;MID=2549&amp;LLL=undefined">http://moderngov.wrexham.gov.uk/ieListDocuments.aspx?CId=138&amp;MID=2549&amp;LLL=undefined</a></li> </ul> </li> <li>• Ombudsman's Annual Report presented to Standards Committee</li> </ul>
22. Ynys Mon	<a href="http://www.anglesey.gov.uk/make-an-official-complaint/102251.article">http://www.anglesey.gov.uk/make-an-official-complaint/102251.article</a>	<ul style="list-style-type: none"> <li>• Phone, email, letter and webform.</li> </ul>	<ul style="list-style-type: none"> <li>• Ombudsman's annual letter/annual report presented to Audit Committee</li> <li>• Anonymised complaints data is reported on the Council website with the information updated monthly. Trend analysis forms part of the annual report to the Audit Committee.</li> </ul>