



STANDARDS COMMITTEE
30 November 2009

**ADULTS SOCIAL CARE COMPLAINTS PROCESS
REVIEW**

PURPOSE OF REPORT: To inform Standards Committee of the review of Adults Social Care Service complaints arrangements. To enable Standards Committee – as requested by them - to consider the appropriateness of adapting this approach as a countywide complaints process.

Introduction:

1. Adult Social Care Services were required to put into place the new complaints procedure in line with Department of Health guidance starting 1 April 2009. Authorities were also required to review the process six months down the line, which is why this review was undertaken by the Families Customer Relations Team.

The Review

2. The review of the new complaints process implemented in April 2009 was undertaken in the early autumn and identified changes aimed at improving both the effectiveness of the process as well as performance and outcomes.
3. Implementation of the identified changes in collaboration with Adult Services is planned to start in December 2009.

Conclusions:

4. Changes to the adult services complaints process have been identified and implementation of these is expected to improve effectiveness as well as performance and outcomes for both the services as well as complainants.

Financial and value for money implications

5. none.

Equalities Implications

- 6. The complaints procedure continues to operate in line with equalities policies in terms access to the process and treatment.

Risk Management Implications

- 7. Failure to operate the procedure effectively will impact negatively on performance and the requirement to operate the procedure.

Implications for the Council's Priorities or Community Strategy/Local Area Agreement Targets

- 8. None.

Recommendations:

Members to note the contents of the report and to consider the roll out of this particular approach countywide.

Next steps:

Changes identified will be implemented in collaboration with Adults Services as from December 2009.

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Sources/background papers: Social Care complaints records.