

# Regulatory and Audit Committee

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**Title:** Feedback and Complaints - Annual Report - Adult Social Care  
**Date:** Tuesday 3 January 2017  
**Author:** Amy Castielli, Statutory Complaints Officer  
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**Local members affected:**

*For press enquiries concerning this report, please contact the media office on 01296 382444*

**Summary**

This annual report of the Adults and Family Wellbeing (now Communities, Health and Adult Social Care) Social Care Statutory Complaints Procedure, Making Experiences Count, covers the period between 1<sup>st</sup> April 2015 and 31<sup>st</sup> March 2016. The report provides information on complaints managed through the Statutory Adult Social Care complaints procedure. The full report is at appendix 1.

**Recommendation**

**NOTE the contents and make comments where appropriate**

**Resource implications**

None

**Legal implications**

None

**Other implications/issues**

None

**Feedback from consultation, Local Area Forums and Local Member views (if relevant)**

N/A

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**Background Papers**

None

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