

## STOCKPORT COUNCIL

### REPORT TO CABINET– SUMMARY SHEET

**Subject:** Annual Complaints Report 2020-21

**Report to Cabinet**

**Date:** 29<sup>th</sup> June 2021

**Report of:** (a) Cabinet Member for Citizen Focus and Engagement

**Key Decision:** (b)

Forward Plan	<div>iss uel sK ey</div>	General Exception	<div></div>	Special Urgency	<div></div>	(Mark with a Y if applicable)
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#### **Summary:**

The purpose of this report is to provide an overview of complaints received by the council and the lessons learnt from complaints in 2020-21. This report includes complaints received by the local authority that are managed by the complaints service. The scope of complaints included in this report covers:

- Corporate complaints
- Schools' complaints<sup>1</sup>
- Adults social care complaints
- Children's social care complaints

This report also summarises complaints about Stockport Homes.

**Comments/Views of the Cabinet Member:** (c)

#### **Recommendation(s) of Cabinet Member:** (d)

- Note the information contained in this report
- Note the progress being taken to improve complaints handling across the council

**Relevant Scrutiny Committee** (if decision called in): (e)

Corporate, Resource Management & Governance Scrutiny Committee

**Background Papers** (if report for publication): (f)

Contact person for accessing  
background papers and discussing the report

**Officer:** Kirsteen Roe  
**Tel:** 0161 474 3376

**'Urgent Business':** (g)

**No (Please circle)**

**Certification** (if applicable)

This report should be considered as 'urgent business' and the decision exempted from 'call-in' for the following reason(s):

The written consent of Councillor \_\_\_\_\_ and the Chief Executive/Monitoring Officer/ Borough Treasurer for the decision to be treated as 'urgent business' was obtained on /will be obtained before the decision is implemented.

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