

STOCKPORT COUNCIL

REPORT TO CABINET- SUMMARY SHEET

Subject: Annual Complaints Report 2021-22

Report to Cabinet

Date: 28 June 2022

Report of: (a) Cabinet Member for Finance & Resources

Key Decision: (b) N

Forward Plan General Exception Special Urgency (Mark with a Y if applicable)

Summary:

The purpose of this report is to provide an overview of complaints received by the council and the lessons learnt from complaints in 2021-22. 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
- Adult's social care complaints
- Children's social care complaints
- School's complaints

Comments/Views of the Cabinet Member: (c)

N/A

Recommendation(s) of Cabinet Member: (d)

- Review performance information contained in this report, and
- Comment on the performance measures reported and suggest any additional information that might be collected in future.

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

Corporate, Resource Management & Governance

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)

Yes/ 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.