

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I068829
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1. **TITLE:** Adult Complaints Annual Report 2016-17

2. **SERVICE AREA:** Adult Social Care, Health & Housing

3. **PURPOSE OF DECISION**

To note the Adult Complaints Annual Report of the Complaints Manager, Adult Social Care and Health.

4. **IS KEY DECISION** No

5. **DECISION MADE BY:** Executive Member for Adult Services, Health and Housing

6. **DECISION:**

That the Annual Complaints Report 2016-17 for Adult Social Care be noted by the Executive Member for Adult Services, Health & Housing.

7. **REASON FOR DECISION**

The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 state that Complaints Services for Adult Social Care should provide an annual report for consideration.

The Complaints Service performs an important statutory role in assuring the quality and governance of responses to adults who make complaints. The annual report, which is also a statutory requirement, supports the continuing development and review of the service. The report also demonstrates how Adult Social Care is learning from complaints

8. **ALTERNATIVE OPTIONS CONSIDERED**

None.

9. **PRINCIPAL GROUPS CONSULTED:** None

10. **DOCUMENT CONSIDERED:** Report of the Director of Adult Social Care, Health & Housing

11. **DECLARED CONFLICTS OF INTEREST:** None.

Date Decision Made	Final Day of Call-in Period
13 July 2017	20 July 2017