

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	1077411
---------------------------------	----------------

1. **TITLE:** Adult Complaints Annual Report
2. **SERVICE AREA:** Adult Social Care, Health & Housing
3. **PURPOSE OF DECISION**

To present the annual report of Adult Social Care and Health to the Executive Member for Adult Services, Health & Housing.
4. **IS KEY DECISION** No
5. **DECISION MADE BY:** Executive Member for Adult Services, Health and Housing
6. **DECISION:**

The Executive Member for Adult Services, Health & Housing noted the report set out in Annex 1 of the Director of Adult Social Care, Health & Housing's report.
7. **REASON FOR DECISION**
 - i) 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.
 - ii) 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 considered.
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
2 August 2018	9 August 2018