

**Oldham Borough Council
Record of Decision**



1. **TITLE:** Adult Social Care Complaints Policy

2. **SERVICE AREA:** Customer Services

3. **PURPOSE OF DECISION**

To ensure compliance with the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009, and to ensure complaints about Adult Social Care services are handled in a resident focused way, the Council has an Adult Social Care Complaints Policy.

The policy has recently been reviewed and updated to ensure it reflects current process and best practice.

4. **DECISION MADE BY:** Cabinet Member - Thriving Communities and Culture

5. **DECISION:**

RESOLVED - To approve and adopt the updated Adult Social Care complaints policy.

6. **REASON FOR DECISION**

Option 1 – Agree the updated policy.

Option 2 – Do nothing and leave the content of the policy as it is.

Option 1 is the preferred option; this is in order to demonstrate best practice in complaints handling and ensure compliance with regulations.

7. **ALTERNATIVE OPTIONS CONSIDERED**

Option 2 – Do nothing and leave the content of the policy as it is.

8. **INTERESTS AND NATURE OF INTERESTS DECLARED**

None

9. **PRINCIPAL GROUPS CONSULTED:** Not applicable

10. **DOCUMENT CONSIDERED:** DDR_ ASC Complaints Policy_ 20 December 2024.pdf