

## RECORD OF INDIVIDUAL EXECUTIVE DECISION MADE BY AN OFFICER

Decision Maker	Decision Type	Date
Steve Hughes, Assistant Director of Strategy and Performance	Administrative Decision	21.02.25

### Adults Social Care Complaints Policy

Exempt/Confidential Report		No
Key Decision		No

#### Decision

To agree and adopt the complaints policy for Adult Social Care.

#### Reasons for the 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.

#### Options/Alternatives considered

Option 1 is the preferred option; this is in order to demonstrate compliance with relevant legislation. If the Council's policy is not compliant, it will likely be criticised by the Ombudsman and regulators.

#### Conflict of Interest declared

None



**Steve Hughes, Assistant Director of Strategy and Performance**

**(Signature of A/Director)**



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**(In consultation with relevant Cabinet Member)**

**Decision made pursuant to:**

- a) General delegation under the Council's officer scheme of delegation.  
Non-contract decisions up to £250k.**