

	<p align="center"><b>London Borough of Hammersmith &amp; Fulham</b></p> <p align="center"><b>HEALTH, ADULT SOCIAL CARE AND SOCIAL INCLUSION POLICY AND ACCOUNTABILITY COMMITTEE</b></p> <p align="center"><b>3 December 2014</b></p>
<p><b>TITLE OF REPORT</b> Adult Social Care Customer Feedback Annual Report 2013/14</p>	
<p><b>Report of the Executive Director for Adult Social Care &amp; Health</b></p>	
<p><b>Open Report</b></p>	
<p><b>Classification - For Information</b></p> <p><b>Key Decision: No</b></p>	
<p><b>Wards Affected:</b> All</p>	
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## 1. EXECUTIVE SUMMARY

- 1.1. This report provides a summary of the volume, type and outcome for all statutory complaints and feedback received by the Adult Social Care Services in 2013/14.
- 1.2. It also examines learning and developments from complaints as well as priorities for the next financial year.

## 2. RECOMMENDATIONS

- 2.1. *The only recommendation is to consider and accept the developments priorities chapter in the report.*

## 3. INTRODUCTION AND BACKGROUND

*As part of the April 2009 Statutory complaints guidelines, it is a requirement to publish an annual report on complaints activity for a given year. The Annual Report should be arranged by the Complaints Manager and should provide a mechanism by which stakeholders can be kept informed about the Adult Social Care Department's operation of the complaints procedure and show how they use feedback from complaints to learn and improve.*

**4. PROPOSAL AND ISSUES**

4.1. *Not applicable*

**5. OPTIONS AND ANALYSIS OF OPTIONS**

5.1. *Not applicable.*

**6. CONSULTATION**

6.1. *Not applicable.*

**7. EQUALITY IMPLICATIONS**

7.1. *Not applicable.*

**8. LEGAL IMPLICATIONS**

8.1. *Not applicable.*

**9. FINANCIAL AND RESOURCES IMPLICATIONS**

9.1. *Not applicable.*

**10. RISK MANAGEMENT**

10.1. *Not applicable.*

**11. PROCUREMENT AND IT STRATEGY IMPLICATIONS**

11.1. *Not applicable.*

**LOCAL GOVERNMENT ACT 2000**  
**LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

<b>No.</b>	<b>Description of Background Papers</b>	<b>Name/Ext of holder of file/copy</b>	<b>Department/ Location</b>
1.	None		