

---

**To: Scrutiny Co-ordination Committee**

**Date: 5<sup>th</sup> February 2026**

**Subject: Review of Statutory Complaints Reports 2024-25**

---

### **1 Purpose of the Note**

- 1.1 To ensure Scrutiny Co-ordination have oversight of published complaint reports and outcomes for 2024-25 in their capacity as the “Member Responsible for Complaints”
- 1.2 To enable Scrutiny Co-ordination Committee to have oversight of the complaints system and that recommendations arising from complaints that have been investigated, have been progressed. The Committee are not required to consider individual complaints.
- 1.3 To update members on Council compliance with the Local Government and Social Care Ombudsman (LGSCO) Complaint Handling Code (the Code) and the launch of the updated corporate Compliments, Comments and Complaints policy and process.

### **2 Recommendations**

- 2.1 Scrutiny Co-ordination Committee are recommended to:
  - 1) Review and consider the contents of the Children’s Services, Adult Social Care and LGSCO Complaints reports for 2024-25.
  - 2) Identify any further recommendations for the appropriate Cabinet Member and support a positive complaint handling culture.

### **3 Background and Information**

- 3.1 The Council is expected to address complaints in accordance with the relevant statutory complaints processes (*The Children Act 1989 Representations Procedure (England) Regulations 2006*; the *Local Authority Social Services and National Health Service Complaints (England) Regulations 2009*) and / or the advice and guidance issued by the LGSCO under their powers under section 23(12A) of the 1974 Local Government Act.
- 3.2 Statute requires preparation of an annual report on the operation of the complaints process and the lessons learnt or service improvements arising from them for both Children’s Services (Appendix 1) and Adult Social Care complaints (Appendix 2). These are required to be publicly available, and are published on the Comments, Compliments and Complaints area of the Council’s website.

- 3.3 The LGCSO issues an Annual Review letter each July in respect of those complaints (both statutory and non-statutory / 'corporate') which have exhausted the Council's complaints process and been escalated to, investigated and decided by the Ombudsman. The letter is addressed to the Council's Chief Executive, Leader, and the Chair of Scrutiny Co-ordination Committee "*to encourage effective ownership and oversight of complaint outcomes*", and a report similar to the statutory Children's and Adults reports is prepared following receipt of the LGCSO's letter (Appendix 3).
- 3.4 These reports are each considered in detail at the relevant Cabinet Member meetings and at Ethics Committee, ahead of being brought to Scrutiny Co-ordination Committee for overview and review. They are then published on the Council's website.
- 3.5 In February 2024 the LGCSO issued their 'Complaint Handling Code' ('the Code') setting out their expectations for complaint handling by local Councils, together with new overview and scrutiny guidance.
- 3.6 The LGCSO Code does not replace any of existing statutory complaint processes referenced above, but is intended to operate alongside / in conjunction with these. The LGCSO will be considering adherence to the Code as part of their complaint investigations from April 2026 onwards.
- 3.7 Under the Code it is expected that from 2026-27, in addition to the statutory reports, all Councils will produce an annual council-wide complaints performance and service improvement report for scrutiny and challenge. This should be reported through the appropriate governance arrangements and published on the complaints section of the Council website, together with the response to the report from the relevant governance arrangement.
- 3.8 The Code stipulates that in order to "*support a positive complaint handling culture*" the Council should assign lead responsibility for complaints in governance arrangements. The Code refers to this role as the "Member Responsible for Complaints".
- 3.9 It was agreed by Scrutiny Co-ordination Committee in January 2025 that, given they already consider the existing statutory complaints reports, they will act as the Council's "Member Responsible for Complaints" and review and respond to the Council's overall annual complaints performance and service improvement reports moving forward.

#### **4 Health Inequalities Impact**

- 4.1 There are no Health Inequalities impacts directly related to this report.

Appendix A: Children's Services Complaints and Representations Annual Report 2024-25

Appendix B: Adult Social Services Complaints and Representations Annual Report 2024-25

Appendix C: Complaints to the LGCSO Annual Report 2024-25

Appendix D: Compliments, Comments and Complaints policy 2025

Adrian Le Cras  
Service Recovery Manager  
Customer and Business Services  
[adrian.lecras@coventry.gov.uk](mailto:adrian.lecras@coventry.gov.uk)