



**OFFICER DELEGATION SCHEME
RECORD OF OPERATIONAL DECISION**



TO BE UPLOADED TO THE INTERNET BY DEMOCRATIC SERVICES

Date: 30 March 2020	Ref No: 2037
Type of Operational Decision:	
Executive Decision <input checked="" type="checkbox"/>	Council Decision <input type="checkbox"/>
Status: For Publication	
Title/Subject matter: Adult Social Care Complaint Process	
Budget/Strategy/Policy/Compliance – Is the decision:	
(i) within an Approved Budget	<input type="checkbox"/>
(ii) in accordance with Council Policy	<input type="checkbox"/>
Equality Impact Assessment [Does this decision change policy, procedure or working practice or negatively impact on a group of people? If yes – complete EIA and summarise issues identified and recommendations – forward EIA to Corporate HR]	
Details of Operational Decision Taken [with reasons]: The Local Government Ombudsman’s office has announced that they have now suspended all casework activity that demands information from, or action by, local authorities and care providers, in light of the current Coronavirus outbreak. The Local Government Ombudsman still expects local authorities and care providers to respond appropriately to any complaints they receive during this time, but understand this may look different to their normal arrangements. All Adult Social Care Complaints currently active have been contacted. An apology has been provided and they have been advised that work with managers is ongoing and it is hoped a response will be with them as soon as practically possible. New complaints received will be screened for urgency and seriousness. If it is felt the complaint/incident requires an urgent immediate response the complaint will be referred to the manager of the service it relates to for advice and action. New complaints received that do not require urgent attention will be logged and acknowledged advising of delays. Advice will be offered that should they require urgent assistance in the meantime to contact Adult Care Services direct on 0161 253 5151 or AdultCareServices@bury.gov.uk .	

Decision taken by:	Signature:	Date:
Joint Chief Finance Officer (CCG & LA)		
Interim Executive Director - Communities & Wellbeing		5 April 2020
Head of Workforce – Communities & Wellbeing		
Members Consulted [see note 1 below]		
Cabinet Member/Chair		
Lead Member		5 April 2020
Opposition Spokesperson		

Notes

1. It is not generally a requirement to consult with any Members on Operational Decisions but where a Chief Officer considers it necessary to consult with the appropriate Cabinet Member and/or Lead Member, they must sign the form so as to confirm that they have been consulted and that they agree with the proposed action. The signature of the Opposition Spokesperson should be obtained to confirm that he/she has been consulted.
2. **This form must not be used for urgent decisions.**