

Note: this document covers complaints about adult social care services, which fall under the remit of the Local Government and Social Care Ombudsman. Your Choice (Barnet) provides services across a number of adult social care schemes on the behalf of the London Borough of Barnet. Reporting on the 2023/24 year has been completed by Your Choice (Barnet) as an interim measure and will be managed by the London Borough of Barnet in future.



Complaints Performance and Service Improvement Report 2023/24
Adult social care complaints
Response from the Your Choice (Barnet) Board
27 June 2025

The Your Choice (Barnet) Board reviewed the high-level Complaints Performance and Service Improvement Report 2023/24 and the latest self-assessment of compliance with the Local Government and Social Care Ombudsman's Complaint Handling Code at its meeting on 27 June 2024.

We are satisfied that, with the exception of a small number of arrangements that are being addressed by the London Borough of Barnet, Your Choice (Barnet) has in place an approach that meets the requirements of the Complaint Handling Code and that this represents compliance in policy, and the Board ratified the self-assessment at its meeting.

Your Choice (Barnet) receives few complaints about its services; however, the board is confident that a culture of openness and transparency exists between the Board and senior management that means issues raised by service users and their families are given the status they deserve and are responded to effectively. The Board feels that it is positive that the majority of issues are put right at the first point of contact. With the introduction of the Complaint Handling Code for the LGSCO, the Board welcomes the focus on effective complaints handling and recognises the insight complaints can provide into how the organisation is managed.

Your Choice (Barnet) Board
27 June 2025