

Bridgend County Borough Council Reply

Question	Comments
3 . What are the views of stakeholders who will have to work with a redress system?	<p>The proposals should provide quicker redress for complainants across a range of responses from an apology to compensation.</p> <p>* The proposals do not offer a mechanism for clarifying the responsibilities of partners in joint and integrated health and social care services. The different arrangements could lead to confusion and further cause for complaint. However the new arrangements <u>could</u> make for easier collaboration between agencies/authorities prior to a redress agreement being reached.</p> <p>* In Section 1.4.(a) and Section 13 "Interpretation" does Health Care Professional include a Social Worker working in Mental Health? Would the new Approved Workers under Mental Health legislation fall into the redress arrangements or Local Authority arrangements for complaints/compensation - in future these could be health or social care employees.</p>