

# Regulatory and Audit Committee

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**Title:** Feedback and Complaints - Annual Report - Children's Social Care

**Date:** Tuesday 3 January 2017

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**Local members affected:**

*For press enquiries concerning this report, please contact the media office on 01296 382444*

## Summary

This annual report of the Children and Young People's Social Care statutory complaints procedure, Hearing the Customer's View, covers the period between 1<sup>st</sup> April 2015 and 31<sup>st</sup> March 2016. See appendix 1.

## Recommendation

**NOTE the contents of the report and make any comments**

## Resource implications

None

## Legal implications

None

## Other implications/issues

None

## Feedback from consultation, Local Area Forums and Local Member views (if relevant)

N/A

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## Background Papers

None

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