

Regulatory and Audit Committee

Title: Annual Report - Feedback and Complaints

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 is the annual report for the corporate Feedback and Complaints procedure and covers all portfolios for the period 1 April 2015 to 31 March 2016. Please note that it does not cover statutory social care complaints, which are reported separately. See appendix 1

Recommendation

The Committee is asked to NOTE the content and to make comments if appropriate

Resource implications

None

Legal implications

None

Other implications/issues

None

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

N/A

Background Papers

None
