

# Regulatory and Audit Committee

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<b>Title:</b>	Compliments and Complaints - Annual Report
<b>Date:</b>	Wednesday 8 November 2017
<b>Author:</b>	Kate Mitchelmore, Corporate Complaints Manager
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<b>Local members affected:</b>	All

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

## Summary

This is the first combined annual report for compliments and complaints for the period 1 April 2016 to 31 March 2017. It brings together complaints received under the following procedures:

- The Corporate Feedback and Complaints procedure
- The Adult Social Care Statutory Complaints Procedure - *Making Experiences Count*
- Children Social Care Statutory Complaints Procedure - *Hearing the Customer's View*

## Recommendation

**Members should note and comment on the report**

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## Background Papers

The report and associated papers are attached as one document for consideration.

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