

Regulatory and Audit Committee

Title: Compliments and Complaints Annual Report

Date: Wednesday 20 November 2019

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Local members affected:

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

Summary

This is a combined annual report for compliments and complaints for the period 1 April 2018 to 31 March 2019. The report brings together all complaints received under the following proceed:

- The Corporate Feedback and Complaints Procedure
- The Adults Social Care Statutory Complaints Procedure – *Making Experiences Count*
- The Children’s Social Care Statutory Complaints Procedure – *Hearing the Customer’s View*

Recommendation

Members should note and comment on the report

Supporting information to include the following if a decision is being requested:

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