

**CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE
6 JULY 2023**

TOGETHER FOR CHILDREN – CUSTOMER FEEDBACK ANNUAL REPORT

REPORT OF THE DIRECTOR OF CHILDREN'S SERVICES

1. Purpose of the Report

- 1.1 To consider the Together for Children Customer Feedback Annual Report for the year 2022 - 2023.

2. Background

- 2.1 Together for Children is committed to listening to those who use its services, and learning from compliments, complaints and feedback in order to improve those services.
- 2.2 The Customer Annual Feedback report provides an overview of customer feedback received throughout the year, identifying topics and trends in relation to complaints information and areas of organisational learning that have taken place in response to feedback received.

3 Recommendation

- 3.1 The Scrutiny Committee is recommended to consider and comment on the information provided regarding the feedback report.