

**CHILDREN EDUCATION AND SKILLS SCRUTINY COMMITTEE  
30 NOVEMBER 2017**

**COMPLIMENTS, COMPLAINTS AND FEEDBACK**

**REPORT OF THE DIRECTOR OF QUALITY AND PERFORMANCE**

**1. PURPOSE OF THE REPORT**

- 1.1 To provide the Committee with information regarding complaints and feedback received by the Together for Children.

**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.
- 2.3 This report presents an overview of complaints and feedback received by the council for quarters 1 and 2 April-September 2017.

**3. CURRENT POSITION**

- 3.1 Further Complaints reports will be presented to Scrutiny Committee on a quarterly basis. This will ensure Members are provided with the most current information available, to allow for the monitoring of themes and trends in a timely manner.

**4 RECOMMENDATION**

- 4.1 The Scrutiny Committee is recommended to consider and comment on the information provided regarding compliments, complaints and feedback received.

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