

TOGETHER FOR CHILDREN CUSTOMER FEEDBACK SIX MONTHLY REPORT

REPORT OF THE DIRECTOR OF CHILDREN'S SERVICES

1. Purpose of the Report

- 1.1 To provide the Committee with information relating to compliments and complaints received by Together for Children in the period April 2021 – September 2021.

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 This report presents an overview of complaints and feedback received for the six-month period April 2021 – September 2021.

3. Current Position

- 3.1 Further relevant reports will be presented to Scrutiny Committee on a regular 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 the feedback report.