

COMPLAINTS AND FEEDBACK – CHILDRENS SERVICES ISSUES

REPORT OF THE HEAD OF LAW AND GOVERNANCE

1. PURPOSE OF THE REPORT

- 1.1 To provide the Committee with information regarding complaints and feedback received by the council in relation to children services issues.
- 1.2 A representative of the Complaints and Feedback service will be in attendance at the meeting to provide Members with information and progress.

2. BACKGROUND

- 2.1 The council is committed to listening to those who use its services, and learning from complaints and feedback in order to improve those services.
- 2.2 The Council produces an Annual Complaints and Feedback report which presents an overview across the full range of complaints and feedback received by the council. The Annual Report for 2015/16 was considered by the Scrutiny Coordinating Committee on 30 June 2016.
- 2.3 It has been agreed that an extract of this document focusing on complaints relating to children's services issues be submitted to this Committee for consideration.
- 2.4 Further quarterly reports will be brought to the Committee to ensure Members are provided with the most current monitoring information available.

3 RECOMMENDATION

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

Contact Officer: Rhiannon Hood, Assistant Head of Law and Governance
0191 561 1005
Rhiannon.hood@sunderland.gov.uk