

CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE
4 JULY 2019

TOGETHER FOR CHILDREN CUSTOMER FEEDBACK ANNUAL REPORT 2018/19

REPORT OF THE DIRECTOR OF QUALITY AND PERFORMANCE

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 2018 – March 2019.

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 period April 2018 – March 2019.

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 compliments, complaints and feedback received.