

CHILDREN EDUCATION AND SKILLS SCRUTINY COMMITTEE
5 JULY 2018

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 compliments, complaints and feedback received by 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 October 2017- March 2018.

3. CURRENT POSITION

- 3.1 Further 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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