

**CHILDREN, EDUCATION AND SKILLS SCRUTINY COMMITTEE  
7 JANUARY 2021**

**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 2020 – September 2020.

**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 2020 – September 2020.

**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.