

Local Members Interest
N/A

Safe and Strong Communities Select Committee - Wednesday 06 January 2021

Customer Feedback and Complaints Service – Children and Families - Learning from Complaints

Recommendation

I recommend that:

- a. The Committee considers the additional document which is to be read in conjunction with the 2019/20 Complaints Annual Report for Children and Families Services, taking the opportunity for any comments on the content of the document.

Report of Cllr Mark Sutton, Cabinet Member for Children and Young People

Summary

What is the Select Committee being asked to do and why?

1. The Committee is being asked to consider the document which details how the service implements change as a result of complaints, taking the opportunity for any comments on the content.

Report

Background

2. The document has been created at the request of members of the Safe and Strong Communities Select Committee. The document provides specific detail into how change is implemented into the service as a result of complaints.

List of Background Documents/Appendices:

Appendix 1 – Learning from Complaints – Children and Families Services

Contact Details

Assistant Director: Tracy Thorley, Assistant Director for Corporate Operations

Report Author: Elaine Hemming
Job Title: Complaints Officer – Children and Families Services
Telephone No.: 01785 278601
E-Mail Address: elaine.hemming@staffordshire.gov.uk