

Governance and Resources Scrutiny Commission 8 th September 2015 Annual Complaints and Enquires Report 2014-2015	Item No 6
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Outline

The Governance & Resources Scrutiny Commission reviews annually, the Council's complaints and enquires.

The report outlines the progress made on improving the Complaints & Members Enquiries process and provides information on the performance, volume of complaints and enquiries. The report covers 2014-2015.

Action

The Commission is requested to note the report, presentation and ask questions.