

<b>Governance &amp; Resources Scrutiny Commission</b>  14 <sup>th</sup> November 2016  <b>Complaints and Enquiries Annual Report</b>	Item No  <b>5</b>
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**Outline**

The Governance & Resources Scrutiny Commission monitors the Complaints and Enquiries process. This report provides headline data related to complaints and enquiries for the Council during 2015/16 and at appendix 2 provides an update covering the first six months of 2016/17.

The report provides an outline of Complaints & Members Enquiries process and focuses on the volumes received and performance in managing and learning from them.

**Action**

The Commission is asked to review information and make comments.