

Scrutiny Panel 11 th December 2017 Complaints and Enquiries Annual Report	Item No 7
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Outline

This report provides an overview of the headline data related to complaints and enquiries for the Council during 2016/17, the Complaints and Enquiries process and a focus on volume received and the performance in managing and learning from them. Further to the detail on volumes of complaints and enquiries received in 2016/17 the report also considers the way they are managed and the intelligence they provide.

Invited guest

Bruce Deville, Head of Business Intelligence & Member Services

Action

The Commission is asked to review the report and ask questions.