

<b>Scrutiny Panel</b> <b>9<sup>th</sup> October 2018</b> <b>Item 5 - Annual Report of the Council's Complaints and Members' Enquiries service</b>	Item No  <b>5</b>
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## **OUTLINE**

This report is in accordance with the Scrutiny Panel's remit to monitor the Council's Complaints and Members Enquiries process.

Attached is the Annual Report of the service for 2017/18. It provides an analysis of the volume of complaints received, the performance of the service, and progress being made with improvement work and quality assessment from the complaints and enquiries received in order to ensure that there is learning from the service and that the learning is being adequately shared.

Attending for this item will be:

**Bruce Devile**, Head of Governance and Business Intelligence

## **ACTION**

Members are asked to give consideration to the report.