

Scrutiny Panel 3 October 2022 Item 4 – Hackney Council Complaints and Enquiries Annual Report 2021-2022	Item No 4
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OUTLINE

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

Attached is the annual report of the service for 2021/22. 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 Members enquiries received in order to ensure that there is learning from the service and that the learning is being adequately shared.

Invited guest

Bruce Devile, Head of Business Intelligence, Elections & Member Services

ACTION

Members are asked to consider the report and ask questions.