



**Havering**  
LONDON BOROUGH

**PROCESS SHEET FOR COMMITTEE  
REPORTS**

**REPORT SUBJECT**

Learning & Achievement Annual  
Complaints Report 2014/15

**MEETING AND DATE**

9 September 2015

**DEPARTMENT**

Children, Adults & Housing

**CHECKED FOR ACCURACY:**

(content checked by person preparing the  
report)

Veronica Webb

Senior Complaints & Information Officer

**CHECKED FOR LEGAL IMPLICATIONS:**

(give details, including name of Legal  
Services staff member)

Stephen Doye

Legal Manager (Litigation)

**CHECKED FOR FINANCIAL  
IMPLICATIONS:**

(give details, including name of Finance  
staff member. In all instances Resources  
must be made aware of the report but  
otherwise deal in accordance with the  
Financial Framework)

Rav Nijjar

Principal Accountant

**CHECKED FOR HUMAN RESOURCES  
IMPLICATIONS:**

(give details, including name of HR staff  
member. In all instances Corporate HR  
must be made aware of the report)

Eve Anderson

Strategic HR Business Partner

**CHECKED FOR IT IMPLICATIONS (if n/a  
necessary)**

Is an Equality Impact Assessment required for the proposals contained in this report (if so, it has it been undertaken, is reflected in the report and is listed as a background paper)

No  
Andreyana Ivanova/Savinder Bhamra  
Diversity Advisor

**SIGNED**

Veronica Webb

Author of Report or Head of Service(if author):

Date: 14 August 2015

**READ AND APPROVED BY**

Group Director/Assistant Chief Executive:



Date: 26/8/2015

**Date and time received by Democratic Services**