

# **ADJUDICATION AND REVIEW COMMITTEE SUPPLEMENTARY AGENDA**

**4 November 2014**

The following items are attached for information and are submitted with the agreement of the Chairman

**5 PRESENTATION BY THE HEAD OF REGULATORY SERVICES CONCERNING COMPLAINTS MANAGEMENT ACROSS THE SERVICE (Pages 1 - 12)**

Presentation by Patrick Keyes – Head of Regulatory Services

**6 PRESENTATION BY THE HEAD OF BUSINESS & PERFORMANCE CONCERNING CORPORATE COMPLAINTS (Pages 13 - 20)**

Phillipa Brent-Isherwood – Head of Business & Performance

**8 UPDATE ON STAGE THREE ACTIVITY (Pages 21 - 26)**

**10 UPDATE ON LGO AND HOUSING OMBUDSMAN ACTIVITY TO END OF OCTOBER (Pages 27 - 34)**

**Andrew Beesley  
Committee Administration  
Manager**