

**MINUTES OF A MEETING OF THE  
ADJUDICATION AND REVIEW COMMITTEE  
Town Hall Main Road Romford  
23 February 2016 (7.30 - 7.35 pm)**

**Present:**

**COUNCILLORS**

<b>Conservative Group</b>	Garry Pain (Chairman), Roger Westwood (Vice-Chair) and Meg Davis
<b>Residents' Group</b>	John Mylod (Vice-Chair) and Julie Wilkes
<b>East Havering Residents' Group</b>	Linda Van den Hende and +Darren Wise
<b>UKIP Group</b>	David Johnson

Apologies were received for the absence of Councillor Alex Donald (+Councillor Darren Wise substituted).

The Chairman reminded Members of the action to be taken in an emergency.

There were no declarations of interest.

**13 MINUTES**

The Minutes of the Meeting held on 26 November 2015 were accepted and signed by the Chairman.

**14 UPDATE ON CORPORATE COMPLAINTS**

The report before the Committee updated Members on the progress made to date to secure improvements to the handling and processing of corporate complaints arising from the revised Corporate Complaint policy and procedure which had been implemented on 1 April 2015.

Accompanying the report were a range of statistics and information relating to Quarter 3, indicating service performance on timeliness and quality. Members expressed themselves content with the information provided and had no questions for the officers.

The Committee **noted**:

1. The Corporate Complaints Performance Statistics for Quarter 3 (October – December 2015)

2. The updated results following the Quarter 3 Audit of complaints.

## 15 **MEMBER ENQUIRIES - QUARTER 3**

The Committee received a report relating to information which had been taken from the corporate data collection of Member and MP enquiries which had been received between 1 October and 31 December 2015.

Members stated that they were satisfied with the format of the report and had no questions to ask officers, but did request that in future some of the graphics could be better set out to show differences when rendered in black and white print.

The Committee **noted** the report and its accompanying data and **decided** to retain the current format, with enhanced grey-scale delineation within the graphics and added labelling.

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**Chairman**