



# Havering

L O N D O N   B O R O U G H

## **STAGE 3 COMPLAINTS REVIEW PANEL AGENDA**

<b>10.00 am</b>	<b>Monday 16 February 2026</b>	<b>Council Chamber - Town Hall</b>
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### **Independent Panel Members**

Ms Carol Canary

Mr Colm Nolan

Ms Sonia Hussain

**For information about the meeting please contact:  
Rebecca Salvatore  
e-mail: [rebecca.salvatore@havering.gov.uk](mailto:rebecca.salvatore@havering.gov.uk)**

## **AGENDA ITEMS**

### **1 CHAIR'S ANNOUNCEMENTS**

The Chair will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

### **2 APOLOGIES FOR ABSENCE & SUBSTITUTE MEMBERS**

(If any) - receive

### **3 EXCLUSION OF THE PUBLIC**

To consider whether the public should now be excluded from the remainder of the meeting on the grounds that it is likely that, in view of the nature of the business to be transacted or the nature of the proceedings, if members of the public were present during these items there would be disclosure to them of exempt information within the meaning of paragraph 1 of Schedule 12A to the Local Government Act 1972; and, if it is decided to exclude the public on these grounds, the Sub-Committee to resolve accordingly on the motion of the Chair.

### **4 GUIDANCE NOTES FOR COMPLAINANTS (Pages 3 - 6)**

Guidance notes attached.

**Children's Social Care Complaints, Comments & Compliments Policy available upon request.**

### **5 STAGE THREE CHILDREN'S COMPLAINT REVIEW PANEL REPORT (HAV798291) (Pages 7 - 78)**

Exempt report attached.

**Zena Smith  
Head of Committee &  
Elections Services**