



Havering
LONDON BOROUGH

ADJUDICATION & REVIEW COMMITTEE

30 JANUARY 2014

Subject Heading:

Adult Social Care Complaints Annual
Report 2012-13

CMT Lead:

Joy Hollister

Report Author and contact details:

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Policy context:

Adult Social Care Statutory Complaints Policy
& Procedure

SUMMARY

This report is for information and refers to the report presented to Individuals Overview & Scrutiny Committee on the 10 December 2013, which is attached. Please note there were two points of correction on the Overview & Scrutiny report paragraph 5 in the report to Individuals OSC & within the Annual Report and should read:

'home care 31% and residential/nursing homes 40%.

RECOMMENDATIONS

The Committee to note the attached report

REPORT DETAIL

Please see attached report

IMPLICATIONS AND RISKS

Financial implications and risks:

None associated with this cover report

Legal implications and risks:

None associated with this cover report

Human Resources implications and risks:

None associated with this cover report

Equalities implications and risks:

None associated with this cover report

BACKGROUND PAPERS

None