

ADJUDICATION & REVIEW COMMITTEE

26 NOVEMBER 2015

Subject Heading:

**Children, Adults & Housing: Learning
& Achievement
Annual Complaints Report 2014/15**

CMT Lead:

Isobel Cattermole

Report Author and contact details:

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Policy context:

Quality and High Customer Satisfaction

The subject matter of this report deals with the following Council Objectives

Havering will be clean and its environment will be cared for	☐
People will be safe, in their homes and in the community	☒
Residents will be proud to live in Havering	☒

SUMMARY

This report is for information and refers to the reports presented to Children & Learning Overview & Scrutiny Committee on 9 September 2015.

RECOMMENDATIONS

The Committee **note** the reports and contents.

REPORT DETAIL

Please see attached report

IMPLICATIONS AND RISKS

Financial implications and risks:

See attached report

Legal implications and risks:

See attached report.

Human Resources implications and risks:

See attached report.

Equalities implications and risks:

See attached report.

BACKGROUND PAPERS

None