

## ADJUDICATION & REVIEW COMMITTEE

26 NOVEMBER 2015

**Subject Heading:**

**Children Adults & Housing (Children and Young People's Services) Annual Complaints and Compliments 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	<input type="checkbox"/>
People will be safe, in their homes and in the community	<input checked="" type="checkbox"/>
Residents will be proud to live in Havering	<input checked="" type="checkbox"/>

### 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