



## ADJUDICATION & REVIEW COMMITTEE, 5 SEPTEMBER 2019

**Subject Heading:**

**PRESENTATION ON THE COUNCIL'S CORPORATE COMPLAINT POLICY AND PROCEDURE/UPDATE ON SERVICE AREA COMPLAINTS**

**CMT Lead:**

John Jones

**Report Author and contact details:**

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**Policy context:**

**An overview of the Council's Corporate Complaint Policy and procedure will be presented at the meeting.**

**Financial summary:**

**No impact of presenting of the overview itself which is for review only.**

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

Communities making Havering  
Places making Havering  
Opportunities making Havering  
Connections making Havering

### SUMMARY

An overview of the Council's Corporate Complaint Policy and procedure will be presented at the meeting. Members will also have the opportunity to ask service specific questions.

### RECOMMENDATIONS

1. The Committee to note the presentation and agree any further actions required.

**REPORT DETAIL**

The Committee will receive a presentation on the Council's Corporate Complaint Policy and procedure.

**IMPLICATIONS AND RISKS**

**Financial implications and risks:** None of this covering report.

**Legal implications and risks:** None of this covering report.

**Human Resources implications and risks:** None of this covering report.

**Equalities implications and risks:** None of this covering report.

**APPENDICES**

Appendix A – Council's Corporate Complaint Policy and procedure presentation.