



## Overview & Scrutiny Board

10 March 2021

**Subject Heading:**

Council Complaints Process – Referral from Adjudication and Review Committee

**SLT Lead:**

Abdus Choudhury – Deputy Director of Legal & Governance

**Report Author and contact details:**

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**Policy context:**

To give the Board the opportunity to consider whether it wishes to scrutinise the Council's complaints process.

**Financial summary:**

None of this covering report

## REPORT

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

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

[X]  
[X]  
[X]  
[X]

### SUMMARY

This report presents asks the Board to consider whether it wishes to proceed with a review of the Council's complaints process.

## **Overview and Scrutiny Board, 10 March 2021**

### **RECOMMENDATION**

That the Board considers whether it wishes to conduct a scrutiny of the Council's complaints process at this time and, if so, discusses which areas specifically it wishes to review.

### **REPORT DETAIL**

At its meeting on 6 January, the Adjudication and Review Committee agreed to recommend to the Overview and Scrutiny Board that it undertakes a review of the Council's corporate complaints process. The Board is therefore asked to consider whether it wishes to undertake such a review and, if so, what form the review should take and what areas should be scrutinised. To assist with this process, a checklist document is attached and the Board may wish to discuss some of the issues listed within the document whilst it considers what scrutiny action it wishes to take in response to the referral of the corporate complaints process.

### **Appendix:**

Scrutiny Checklist