



Report of the Cabinet Member for Service Transformation and Business Operations

Adult Services Scrutiny Performance Panel – 20 March 2018

Adult Services Complaints

Purpose	To provide an overview of the social services complaints procedure and the work of the complaints team in this regard
Content	This report includes a summary of the complaints received in respect of Adult Services during the financial year 2016/17
Councillors are being asked to	Consider the report as part of their review of Adult Services
Lead Councillor(s)	Cllr Clive Lloyd, Cabinet Member for Service Transformation and Business Operations
Lead Officer(s)	Tracey Meredith, Head of Legal Democratic Services and Business Intelligence
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