

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I069708
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1. **TITLE:** Children's Social Care Complaints, Compliments & Concerns Annual Report
2. **SERVICE AREA:** Children, Young People and Learning
3. **PURPOSE OF DECISION**

For the Executive Member to receive the annual report of the Complaints, Compliments & Concerns function and to note the key messages and recommendations made.
4. **IS KEY DECISION** No
5. **DECISION MADE BY:** Executive Member for Children, Young People & Learning
6. **DECISION:**

The Executive Member approved the Children's Social Care Complaints, Compliments & Concerns Annual Report.
7. **REASON FOR DECISION**

The Representations Procedure Regulations 2006 state that Complaints Services should produce an annual report for consideration.

The Complaints Service performs an important role in assuring the quality of response to children and young people or parents and carers who make complaints. The annual report supports the continuing development and review of the service and learning from complaints.

The Annual Report will be submitted to the Overview and Scrutiny Panel for Children, Young People and Learning and the Local Safeguarding Children Board following the approval of the Executive Member.
8. **ALTERNATIVE OPTIONS CONSIDERED**

None considered
9. **PRINCIPAL GROUPS CONSULTED:** Members of Children, Young People & Learning Leadership Team
Members of Corporate Management Team
Local Safeguarding Children Board Partners
10. **DOCUMENT CONSIDERED:** Report of the Director of Children, Young People & Learning.
11. **DECLARED CONFLICTS OF INTEREST:** None

Date Decision Made	Final Day of Call-in Period
17 November 2017	24 November 2017