

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	I078613
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1. **TITLE:** Children, Young People & Learning Statutory Complaints, Concerns and Compliments Annual Report 2017-18

2. **SERVICE AREA:** People

3. **PURPOSE OF DECISION**

For the Executive Member to note the report and endorse the recommendations.

4. **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive Member for Children, Young People & Learning

6. **DECISION:**

The Executive Member for Children, Young People and Learning noted the report and endorsed any recommendations.

7. **REASON FOR DECISION**

- i. The Representations Procedure Regulations 2006 state that Complaints Services should produce an annual report for consideration.
- ii. 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.
- iii. 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:** Not applicable

10. **DECLARED CONFLICTS OF INTEREST:** None

Date Decision Made	Final Day of Call-in Period
21 September 2018	29 September 2018