

**TO: ADULT SOCIAL CARE AND HOUSING OVERVIEW AND SCRUTINY PANEL
12 SEPTEMBER 2017**

**ANNUAL COMPLIMENTS AND COMPLAINTS REPORT 2016-17 FOR
ADULT SOCIAL CARE
Director of Adult Social Care, Health and Housing**

1 PURPOSE OF REPORT

- 1.1 This report presents the attached Annual Compliments and Complaints Report 2016-17 for Adult Social Care together with the covering report to the relevant Executive Member.

1 RECOMMENDATION(S)

- 2.1 **That the Adult Social Care and Housing Overview and Scrutiny Panel considers the Annual Compliments and Complaints Report 2016-17 for Adult Social Care.**

2 REASONS FOR RECOMMENDATION(S)

- 3.1 To enable the Panel to consider the Annual Compliments and Complaints Report 2016-17 for Adult Social Care.

3 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

**4 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS / EQUALITIES
IMPACT ASSESSMENT / STRATEGIC RISK MANAGEMENT ISSUES /
CONSULTATION**

- 4.1 Not applicable.

Background Papers

None.

Contact for further information

Neil Haddock, Adult Social Care, Health and Housing - 01344 351385
neil.haddock@bracknell-forest.gov.uk

Mark Gittins, Adult Social Care, Health and Housing - 01344 351433
mark.gittins@bracknell-forest.gov.uk

Unrestricted

Andrea Carr – 01344 352122

e-mail: andrea.carr@bracknell-forest.gov.uk