

**TO: CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW & SCRUTINY PANEL
11 SEPTEMBER 2013**

**CHILDREN'S SOCIAL CARE COMPLIMENTS AND COMPLAINTS
ANNUAL REPORT 2012 - 2013**

Director of Children, Young People and Learning

1 PURPOSE OF REPORT

- 1.1 This report presents the attached 2012-2013 Annual Report in respect of Children's Social Care Statutory Complaints and also compliments.

2 RECOMMENDATION

- 2.1 **That the Panel considers the attached 2012-2013 Annual Report regarding Children's Social Care Statutory Complaints.**

3 REASONS FOR RECOMMENDATION

- 3.1 To invite the Panel to consider the 2012-2013 Annual Report of Children's Social Care Statutory Complaints.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

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

- 5.1 Not applicable.

Background Papers

None.

Contact for further information

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