

**TO: CHILDREN, YOUNG PEOPLE AND LEARNING OVERVIEW & SCRUTINY PANEL  
12 JANUARY 2015**

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**CHILDREN'S SOCIAL CARE COMPLIMENTS AND COMPLAINTS  
ANNUAL REPORT 2013 - 2014  
Director of Children, Young People and Learning**

**1 PURPOSE OF REPORT**

- 1.1 This report presents the attached 2013-2014 Annual Report in respect of Children's Social Care Statutory Complaints and also compliments.

**2 RECOMMENDATION**

- 2.1 **That the Panel considers the attached 2013-2014 Annual Report regarding Children's Social Care Statutory Complaints.**

**3 REASONS FOR RECOMMENDATION**

- 3.1 To invite the Panel to consider the 2013-2014 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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