

**Bracknell Forest Council  
Record of Decision**

<b>Work Programme Reference</b>	<b>I098271</b>
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1. **TITLE:** Peoples Compliments And Complaints Annual Report 2019/20

2. **SERVICE AREA:** People

3. **PURPOSE OF DECISION**

To present the Annual Report of the Statutory Complaints function for Children's Social Care, Adult's Social Care, Housing & Benefits for approval by the Executive Member.

4. **IS KEY DECISION** No

5. **DECISION MADE BY:** Executive Member for Adult Services, Health and Housing,  
Executive Member for Children, Young People & Learning

6. **DECISION:**

The Executive Member's 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, vulnerable adults and families and Bracknell residents 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

9. **DOCUMENT CONSIDERED:** Report of the Executive Director: People

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

<b>Date Decision Made</b>	<b>Final Day of Call-in Period</b>
2 March 2021	10 March 2021