

	<p align="center">London Borough of Hammersmith & Fulham HOUSING, HEALTH AND ADULT SOCIAL CARE SELECT COMMITTEE 21 January 2014</p>
<p>Adult Social Care Annual Customer Feedback Report</p>	
<p>Cabinet Member for Community Care – Councillor Marcus Ginn</p>	
<p>Report Status: Open</p>	
<p>Classification: For Scrutiny Review & Comment</p> <p>Key Decision: No</p>	
<p>Wards Affected: All</p>	
<p>Accountable Executive Director: Liz Bruce, Tri Borough Executive Director for Adult Social Care (ASC)</p>	
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1. EXECUTIVE SUMMARY

- 1.1 This report provides information about statutory complaints made between 1 April 2012 and 31 March 2013 under the Local Authority Social Services and NHS Complaints regulations, 2009.
- 1.2 This report highlights how various services within Adult Social Care (ASC) Services have performed in line with key principles outlined in the complain regulations. Learning and service improvements that have been made as a result of responding to complaints are also discussed, as are plans for further service developments.

2. RECOMMENDATIONS

- 2.1. That the Select Committee is asked to review and comment on the report.

LOCAL GOVERNMENT ACT 2000

LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	None		