


<p align="center">London Borough of Hammersmith & Fulham</p> <p align="center">CHILDREN AND EDUCATION POLICY & ACCOUNTABILITY COMMITTEE</p> <p align="center">30 January 2017</p>		
<p>Children’s Social Care Annual Complaints Report 2015-16</p>		
<p>Report of the Executive Director for Children’s Services – Clare Chamberlain</p>		
<p>Open Report</p>		
<p>Classification: For review and comment Key Decision: No</p>		
<p>Wards Affected: All</p>		
<p>Accountable Executive Director: Clare Chamberlain, Executive Director of Children’s Services</p>		
<p>Report Author: Thomas Gell, Customer Relationship Manager</p>	<p>Contact Details: Tel: 07973 361663 E-mail: thomas.gell@lbhf.gov.uk</p>	

1. EXECUTIVE SUMMARY

- 1.1 The Children’s Social Care Statutory Complaints Procedure stipulates that an annual report must be produced for complaints made under the Children’s Act 1989 Representation Procedure (England) Regulations 2006.
- 1.2 This report provides information about complaints made between 1 April 2015 and 31 March 2016. It highlights how the Department has performed against statutory timescales and key principles; learning and service improvements that have been made as a result of listening and responding to complaints and plans for further developments.

2. RECOMMENDATIONS

- 1.1 The Committee is asked to review and comment on the report.

LOCAL GOVERNMENT ACT 2000

LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

None.

LIST OF APPENDICES:

Appendix 1 – Children’s Social Care Annual Complaints Report 2015-16