



Agenda Item Introduction

Committee	CORPORATE SCRUTINY COMMITTEE
Date	12 SEPTEMBER 2023
Topic	CORPORATE COMPLAINTS ANNUAL REPORT

BACKGROUND

The Corporate Scrutiny Committee receive the Corporate Complaints Report on an annual basis to ensure that service improvement is being driven through lessons learnt.

Adult Social Care and Children's Services annual complaints reports are dealt with by the relevant policy and scrutiny committee.

FOCUS FOR SCRUTINY

- How does the Isle of Wight Council compare against the national averages for complaint statistics?
- Is the way that the Council handles complaints leading to improvements in service delivery?
- Has further training been undertaken to address the low-level of reported and recorded learning outcomes arising from complaints?
- What learning outcomes and actions have come out of the 2022-23 year?
- The Councils Complaints Policy is due to be reviewed in October 2023, what is the review process?

APPROACH

Committee report to be provided.

DOCUMENTS ATTACHED

Appendix 1 – Corporate Complaints Annual Scrutiny Report

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