

**Children's Services Overview and Scrutiny Committee**

**Agenda  
Item No.**

**DATE: 24 September, 2024**

**7.**

**Complaints Annual Report – Children and Young People 2023-24**

**Ward(s)** All

**Portfolios:** Cllr Elson – Children and Young People

**Report:**

This report contains information about the numbers and types of complaints and other representations relating to Children's Services made to the Council during the financial year 2023/24.

It also provides an overview of statutory and corporate complaint procedures which are appropriate for complaints received from or on behalf of children and young people.

The report provides detail and analysis of all complaints and complaints received in relation to Children's social care services and summarises trends, issues and complaint outcomes. It also includes examples of learning from complaints which supports service improvement.


**Recommendations:**

**That:**

Committee notes and reviews the information provided within the report and considers any issues arising.

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