



**SOCIAL SERVICES APPEALS  
PANEL  
(COMPLAINTS)**

**TUESDAY 8 FEBRUARY 2005  
4.00 PM \***

**PANEL AGENDA (LICENSING AND GENERAL PURPOSES)  
HARROW CIVIC CENTRE,  
COMMITTEE ROOM 6**

\* There will be a briefing for panel members at 3.30 pm

**MEMBERSHIP (Quorum: 3 Members)**

**Independent Person: Ms Havva Karabeyaz**

**Councillors: Blann  
Omar**

**Issued by the Democratic Services Section,  
Legal Services Department**

**Contact: Michelle Fernandes, Committee Administrator  
Tel: 020 8424 1542 E-mail: michelle.fernandes@harrow.gov.uk**

***NOTE FOR THOSE ATTENDING THE MEETING:  
IF YOU WISH TO DISPOSE OF THIS AGENDA, PLEASE LEAVE IT BEHIND AFTER THE MEETING.  
IT WILL BE COLLECTED FOR RECYCLING.***

**HARROW COUNCIL**

**SOCIAL SERVICES APPEALS PANEL**

**TUESDAY 8 FEBRUARY 2005**

**AGENDA - PART I**

1. **Appointment of Chair:**

To appoint a Chair for the purposes of this meeting.

2. **Arrangement of Agenda:**

To agree that the reports listed under Item 5 of the agenda be considered with the press and public excluded on the grounds the reports contain exempt information, as defined in Paragraph 4 of Part 1 to Schedule 12A of the Local Government (Access to Information) Act 1985, relating to any particular applicant for, or recipient or former recipient of any service provided by the authority.

3. **Terms of Reference:**

To note the terms of reference as set out below:

“In accordance with procedures and guidance given under the Children Act 1989 and the National Health Service and Community Care Act 1990, and when requested to do so by a dissatisfied complainant, to review decisions made relating to complaints.”

Enc. 4. **Guidance Notes:** (Pages 1 - 2)

To note the enclosed guidance notes which set out the nature of the Panel.

**AGENDA - PART II**

5. **Formal Complaint about the provision of Social Services:**

Enc. (a) Management Case Statement (Pages 3 - 12)

Enc. (b) Appendix A - Statement from the Complainant (Pages 13 - 38)

Enc. (c) Appendix B - Formal Adjudication Letter Dated 15th March 2004 (Pages 39 - 40)

Enc. (d) Appendix C - Report of the Independent Investigator (Pages 41 - 58)

Enc. (e) Appendix D - Contact with the Complainant regarding Stage 3 Review Panel (Pages 59 - 60)

Enc. (f) Appendix E - Contact of the Adjudicating Officer with the Complainant following the Formal Response to the Investigating Officer's Report (Pages 61 - 62)