

LONDON BOROUGH OF HARROW

Meeting:	Health & Social Care Scrutiny Sub-Committee
Date:	18 September 2003
Subject:	Statutory Annual Report on Social Services' Complaints Procedures – 2002-2003
Responsible Chief Officer:	Acting Chief Social Services Officer
Relevant Portfolio Holder:	Social Services
Status:	Part I
Ward:	Not applicable
Enclosures:	Annual Report of the Complaint Procedures 2002-2003

1. Summary

- 1.1 It is a statutory requirement that a report on the Social Services' complaints procedures should be made to Committee annually.
- 1.2 The report covers:
 - Information about the complaints function – including SSI standards at Appendix 3
 - The complaints procedure and main objectives
 - Analysis of formal complaints – including Appendices 1 & 4
 - Details of informal complaints – including Appendix 2
 - Information on Independent Persons
 - Key activities in 2002-2003 – including Appendices 5 & 6

2. Recommendations

The committee is asked to note the Annual Report on Social Services' Complaints Procedures

3. Relevance to Corporate Priorities – 'We will improve the quality of health and social care in Harrow.'
4. Finance Observations – No financial implications.
5. Legal Observations – None.
6. Background Papers – None.
7. Author - For information contact – Vanessa Enos, Complaints & Consultation Manager, Social Services 020 8424 1927