

COMPLAINT PERFORMANCE REPORT QUARTER 3 2022/23

The committee considered a report (copies of which had been circulated) by the Depute Chief Executive presenting the quarterly analysis of closed complaints in Quarter 3: 2022/23.

It was recommended that the committee:

1. Note the corporate and service complaint performance against the standards outlined in the council's complaint handling procedure; and
2. Continue to monitor complaint performance and request additional information from services as required.

Decision

To note the terms of the report.