



Scrutiny Board Meeting

Tuesday, 11 September 2018

Dear Councillor

SCRUTINY BOARD - TUESDAY, 11TH SEPTEMBER, 2018

Please note that paragraph 3.7 of the below report should read:

Agenda No. Item 7

Annual Corporate, Social Care and Public Health Complaints Report.

3.7 Informal Complaints: The complaint regulations provide an opportunity for children / young people, parents and carers to raise issues of concern without those matters being treated as formal complaints, as long as they are speedily and effectively addressed. These are referred to as Informal Complaints. 64 were received and resolved during 2017/18, compared to 32 in the previous year 2016/17 – an increase of 32.

If you have any queries about this meeting, please contact the democratic support team:

Contact Julia Cleary

Tel 01902 555046

Email julia.cleary@wolverhampton.gov.uk

Address Democratic Support, Civic Centre, 2nd floor, St Peter's Square,
Wolverhampton WV1 1RL