

COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY AND PROCEDURE

Summary: To provide an Annual Summary of performance for the Comments, Compliments and Complaints Policy and Procedure 2018/19.

Recommendation: That the review of the Board's performance be noted.

Officer Ref: Della Morris Finance and Office Administrator and Martin Lane, Director.

Background:

1. The Board has previously agreed a Comments, Compliments and Complaints Policy and Procedure, incorporating an annual reporting arrangement to the Executive Committee.

2. The paper at **Appendix 'A'** gives an illustrative summary of the comments, compliments and complaints received by the Board over the 2018/19 year.

Supporting Paper(s):

Appendix 'A' - Summary of Comments, Compliments and Complaints received in 2018/19.