

12. COMPLAINTS MONITORING

The Leader introduced the report of the Transformation Manager which presented data on complaints received by the Council from April 2012-March 2013.

In reaching the decision below, Cabinet considered the details set out in the report before it and accepted the reasons contained in it.

- RESOLVED: A. That the complaints data for April 2012 – March 2013 be noted.
- B. That call-in is not appropriate for this item as the report is being submitted to the next meeting of the Corporate Overview and Scrutiny Committee.