

**CORPORATE AND ENVIRONMENTAL OVERVIEW & SCRUTINY COMMITTEE:
13 DECEMBER 2012**

Cabinet: 13 November 2012

72. COMPLAINTS MONITORING

Councillor Grant introduced the report of the Transformation Manager which presented data on complaints received by the Council from April 2011 to March 2012.

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 2011/2012 be noted.
- B. That the call-in procedure is not appropriate for this item as the report is being submitted to the next meeting of the Corporate Overview and Scrutiny Committee on 13 December 2012.