

Briefing Paper for:

**Overview Scrutiny and Organisation Committee
17th Nov 2003**

Children, Families and Schools Complaints Information

Quarters 1 and 2, 2003/2004

This briefing paper contains information about Complaints relating to Children, Families and Schools, which is provided in the form of four tables with a short commentary where appropriate. In addition an Appendix has been supplied describing the Corporate Complaints Procedure, which is used for complaints relating to the LEA, and the Statutory Complaints Procedure, which is applicable to Children's Social Care complaints.

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