

Learning and Skills Scrutiny Committee

19th July 2019

Scrutiny briefing on:

- **Complaints, Compliments and Comments – Schools Service**

This is the first time that an Education Scrutiny Committee has received a report on complaints, comments and compliments. Those Members who have previously sat on a Committee that considered Children's Services will recall that an annual report on Complaints, compliments and comments is considered.

It should be noted that this report relates solely to the Education Service and does not include complaints made directly to schools which are the responsibility of individual schools.

Consideration of the Public Services Ombudsman for Wales Casebooks from April 2018 to March 2019 which details summaries of all reports issued during the period shows no reference to complaints relating to Powys County Council under the Education Section.

The role of scrutiny in this instance is in respect of monitoring performance, looking for trends in the types of complaints that are being received and seeking assurance that the information arising both from the types of complaints that are being received along with the areas which they relate to are used by the service to learn and improve from.