

**List of Nominated Complaints Officers (NCO) and their Deputies**

Directorate	Service Area	NCO	Deputy
Children & Young People	Asst Director	Joyce Milford	Michelle Forman
	Learning & Achievement	Joyce Milford	Michelle Forman
	Policy & Resources	Joyce Milford	Michelle Forman
	Preventative Services	Joyce Milford	Michelle Forman
	Targeted Intervention	Joyce Milford	Michelle Forman
Community Services	Community Care (Adult Social Care)	Joyce Milford	Kim Ball
	Housing	Paul Bakewell	Ruth Cake
Corporate Services	Democratic	Vanda Niemiec	Penny Shorter
	HR	Liz Maidment	Mary Snaith
	Legal	Vanda Niemiec	Penny Shorter
	Registrars	Vanda Niemiec	Penny Shorter
Chief Executives	Communications & Events	Amy Phillips	Vicky Cade
	Culture & Leisure, Museums & Libraries	Helen Vrba	Andy Walker
	Partnerships, Regeneration & Tourism	Elaine Hawkins	TBA
	Policy & Performance	Amy Phillips	Vicky Cade
Environment & Neighbourhoods	Community Safety (inc Consumer Protection)	Dan Rowling	Simon Dennis
		Shane Batchelor	TBA
	Highways	Gill Jolliff	Sarah Birks
	Environment & Waste	Gill Jolliff	Sarah Birks
	Fire	Beverley Sparkes	TBA
	Planning	Judith Smith	Kelly Leal
	PFI Programme	Gill Jolliff	Sarah Birks
Resources	Compliance & Procurement	Carol Harrison	Richard Wood
	Exchequer	Nicky Sampson	Jo Hagger
	Residents Services	Roseanne Lloyd	Keiley Chubb
	Financial Management	Carol Harrison	Richard Wood
	Strategic Asset Management	Carol Harrison	Richard Wood
	Strategic Projects	Julie Gisborn	TBA
	ICT	Carol Harrison	Richard Wood