

DRAFT

GOVERNANCE COMMITTEE

20 SEPTEMBER 2012

REPORT OF THE CHIEF EXECUTIVE

LOCAL GOVERNMENT OMBUDSMAN: COMPLAINT STATISTICS

1.0 PURPOSE OF REPORT

- 1.1 To update Members on the Council's performance in dealing with complaints and to report the Council's Annual Review Letter from the Ombudsman.

2.0 RECOMMENDATIONS

- 2.1 That Members note the attached Review Letter at Appendix A.

3.0 KEY ISSUES

- 3.1 Annually the Local Government Ombudsman produces a report on the Council's performance in dealing with complaints and this is attached at Appendix B.

In the period 01.04.11 to 31.03.12 the Ombudsman received six premature complaints which were referred to the Council to deal with. Three further complaints were forwarded to their investigative team to look at.

In terms of the decisions they came to during the same period regarding complaints they were dealing with, these are as follows:

No power to investigate	1
Investigated – no or minor injustice	1
Injustice remedied during enquiries	1
Ombudsman Report	<u>1</u>
	<u>4</u>

The average number of days to respond to enquiries was 14.

4.0 POLICY AND CORPORATE IMPLICATIONS

- 4.1 Local Government Ombudsman complaints are a route by which the Council can monitor its performance.

5.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

- 5.1 Individual cases may have financial implications.

6.0 LEGAL IMPLICATIONS/POWERS

- 6.1 Individual cases may have legal implications.

7.0 **COMMUNITY SAFETY**

7.1 There are no specific community safety issues.

8.0 **EQUALITIES**

8.1 Individual cases may have equality implications.

9.0 **RISKS**

9.1 It is a risk to the Councils reputation if it does not deal with these complaints effectively and efficiently.

10.0 **CLIMATE CHANGE**

10.1 There are no specific climate change implications.

11.0 **CONSULTATION**

11.1 Relevant Officers have been consulted.

12.0 **WARDS AFFECTED**

12.1 All wards are affected.

Contact Officer Chief Executive
Date: 11 July 2012

Appendices : A – Annual Review Letter
 B – Local Government Ombudsman Report

Background Papers:

Reference : X : Committees\Governance\2012-13\200912