

## Report to Cabinet

**Subject:** Annual Review Letter – Local Government Ombudsman

**Date:** 6 September 2012

**Author:** Council Solicitor and Monitoring Officer & Corporate Director  
(Chief Financial Officer)

### 1. Purpose of the report

To inform Members of the receipt of the Annual Review letter from the Office of the Local Government Ombudsman.

The Annual Review for the year ended 31 March 2012 is attached. Members will note that there were no findings of maladministration against the Council.

### 2. Background

2.1 Members will be aware of the Council's arrangements for dealing with formal complaints full details of which are available on the website. The departmental analysis within this report reflects the Council's structure at 31<sup>st</sup> December 2011. All future reporting will by Service Manager.

2.2 Between 1 April 2011 and 31 March 2012, the Council received 232 complaints which are broken down into individual departments below.

Department	Number of complaints received	Upheld/partially upheld at Stage 1	Not Upheld at Stage 1
Corporate Services	92	37	45
Customer Services & Org Dev	38	19	15
Direct Services	36	19	17
Legal	1	1	0
Leisure Services	40	25	12
Planning & Environment	18	5	13
Strategy & Performance	7	2	5
<b>Totals</b>	<b>232</b>	<b>108</b>	<b>107</b>

2.3 Where a complaint is not upheld in full or in part, the complainant may ask for it to be considered further under Stage 2 of the complaints procedure. 20 complaints were consider under Stage 2 as follows:

Department	Number of complaints considered at Stage 2	Upheld/partially upheld at Stage 2	Not Upheld at Stage 2
Corporate Services	12	2	6
Customer Services & Org Dev	1	0	1
Direct Services	0	0	0
Legal	0	0	0
Leisure Services	5	0	3
Planning & Environment	2	0	0
Strategy & Performance	0	0	0
<b>Totals</b>	<b>20</b>	<b>2</b>	<b>10</b>

2.4 If the complainant is not happy with the response at Stage 2 he or she is entitled to refer the complaint to the Local Government Ombudsman. Between 1 April 2011 and 31 March 2012 18 complaints were made to the Ombudsman, only 7 of which were referred to the investigation team. In relation to those 7 complaints, there were no findings of maladministration against the Council.

### 3. Recommendation

It is **recommended** that Cabinet note the report.