

Report to: Overview and Scrutiny Committee

Subject: Review of Complaints received by the Council and Annual Review Letter from the Local Government Ombudsman 2016/17

Date: 18th September 2017

Author: Democratic Services Officer

1. PURPOSE OF THE REPORT

To inform Members of the receipt of the Annual Complaints Review letter from the Office of the Local Government Ombudsman and complaints dealt with by the internal Complaints Procedure during the year 2016 – 17.

2. BACKGROUND

Rosie Caddy, Service Manager, Customer Services and Communications is attending the Committee to discuss:

- the Ombudsman's Annual review letter which includes all complaints and enquiries received by the Ombudsman in 2016-17; and
- analysis of the complaints received, and dealt with, by the Council's internal complaints procedure during the year 2016-17.

3. RECOMMENDATION

The Overview and Scrutiny Committee is recommended to:

- Consider, ask questions and comment on the information provided.