

**Report to:** Overview and Scrutiny Committee

**Subject:** Review of Compliments and Complaints received by the Council, and the Annual Review Letter 2019 from the Local Government Ombudsman.

**Date:** 20 January 2020

**Author:** Democratic Services Officer

## **PURPOSE OF THE REPORT**

To inform Members of the receipt of the Annual Complaints Review letter from the Office of the Local Government and Social Care Ombudsman, and compliments and complaints dealt with by the internal Complaints Procedure during the year 2018 – 19.

### **RECOMMENDATION**

The Overview and Scrutiny Committee is recommended to:

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

## **1. BACKGROUND**

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

- the Ombudsman's Annual review letter which includes the number complaints and enquiries relating to this authority received by the Ombudsman in 2018-19; and
- analysis of the complaints received, and dealt with, by the Council's internal complaints procedure during the year 2018-19.