

REPORT FOR DECISION

Agenda Item	
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MEETING: STANDARDS COMMITTEE
DATE: WEDNESDAY 28 APRIL 2004
SUBJECT: LOCAL GOVERNMENT OMBUDSMAN – COMPLAINT STATISTICS
REPORT FROM: MONITORING OFFICER
CONTACT OFFICER: DIRECTOR OF LEGAL AND DEMOCRATIC SERVICES

TYPE OF DECISION: COMMITTEE

REPORT STATUS: OPEN

PURPOSE/SUMMARY: To present to Members statistics supplied by the Ombudsman

OPTIONS AND RECOMMENDED OPTION (with reasons): The Committee is asked to note the report.

IMPLICATIONS -

Financial Implications and Risk Considerations

There are no such implications arising from this report

Corporate Aims/Policy Framework:

Do the proposals accord with the Policy Framework? Yes ✓ No

Are there any legal implications? Yes No ✓

Considered by Monitoring Officer: Yes ✓

Statement by Director of Finance and E-Government: N/A

Staffing/ICT/Property: N/A

Wards Affected: N/A

Scrutiny Interest: N/A

TRACKING/PROCESS**DIRECTOR: LEGAL AND DEMOCRATIC SERVICES**

Chief Executive/ Management Board	Executive Member/ Chair	Ward Members	Partners
YES	NO	NO	NO
Scrutiny Panel	Executive	Committee	Council
NO	NO	YES	NO

1.0 BACKGROUND

- 1.1 The Ombudsman has supplied provisional statistics on complaints made against the Council, which are to be used for two purposes:
- The figures relating to complaints determined for 2002/3 and 2003/4 (excluding those complaints which are determined as premature) will be included in the Ombudsman's Annual Report on the 2003/2004 year; and
 - The full set of statistics will form an integral part of the Annual Letter to the Council which will be sent in June 2004.
- 1.2 Copies of the statistics are attached for information at Appendix A and include the two cases presented to Members at this meeting.

2.0 CONCLUSION

- 2.1 Members are asked to note the statistics supplied by the Ombudsman.

List of Background Papers: Nil

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