

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	22 nd October 2018		
TITLE:	Complaints against the Borough Council of King's Lynn and West Norfolk 1 April 2017 – 31 March 2018		
TYPE OF REPORT:	<i>For information</i>		
PORTFOLIO(S):	Cllr Brian Long, Cllr Peter Hodson		
REPORT AUTHOR:	Ray Harding		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

SUMMARY:
<p>This report is produced on an annual basis for the period 1 April 2017 to 31 March 2018 and sets out the breakdown of MP Enquiries, Corporate and Ombudsman complaints; it is presented to Members for information only.</p>
ANALYSIS:
<p><u>MP Enquiries</u></p> <p>In total, 160 MP Enquiries were dealt with during 2017/18, compared with 152 during the previous year. Those for 2017/18 were broken down by service area with Commercial Services (26), Planning (28), Central Services (18) and Chief Executive (88).</p> <p><u>Corporate Complaints</u></p> <p>54 Corporate Complaints were received during 2017/18, compared with 30 during the previous year. Of these complaints during 2017/18, 8 were considered to be justified and 2 were partly justified at stage 1 of the complaints process.</p> <p>Of the 54 Corporate Complaints which were received, 17 went to an Appeal to the Chief Executive (Stage 2) and out of those 17 appeals, 2 were considered to be justified and 1 partly justified.</p> <p><u>Ombudsman Complaints</u></p> <p>In total, 17 complaints were received by the Local Government and Social Care Ombudsman but 5 cases out of the 17 were referred back for local resolution which is generally because the Ombudsman deems that the complainant hasn't exhausted the Council's complaints procedure.</p> <p>Attached at Appendix A is the Ombudsman Annual Report for 2017/18 for information. Of these 17 complaints, 0 were upheld</p>
OPTIONS CONSIDERED:
N/A

RECOMMENDATIONS:
There are no recommendations; it is an annual report for Members to note.
REASONS FOR RECOMMENDATIONS
N/A