

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	<i>Corporate Performance Panel</i>		
DATE:	21 October 2019		
TITLE:	Complaints against the Borough Council of King's Lynn and West Norfolk 1 April 2018 – 31 March 2019		
TYPE OF REPORT:	<i>For information</i>		
PORTFOLIO(S):	Cllr Brian Long		
REPORT AUTHOR:	Lorraine Gore		
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 2018 to 31 March 2019 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, 119 MP Enquiries were dealt with during 2018/19, compared with 160 during the previous year. These were broken down by service area with Leisure (22), Planning (23), Central Services (10) and Chief Executive (64).</p> <p><u>Corporate Complaints</u></p> <p>46 Corporate Complaints were received during 2018/19, compared with 54 during the previous year. Of these complaints during 2018/19, 5 were considered to be justified and 2 were partly justified at stage 1 of the complaints process.</p> <p>Of the 46 Corporate Complaints which were received, 11 went to an Appeal to the Chief Executive (Stage 2) and out of the 11 complaints, 0 were considered to be justified and 1 partly justified.</p> <p><u>Ombudsman Complaints</u></p> <p>In total, 8 complaints were received by the Local Government and Social Care Ombudsman but 1 case out of the 8 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 brief Ombudsman Annual Report 2018/19 for information. Of these 8 complaints, 3 were upheld. Two complaints that went to the Ombudsman were awarded a total of £500.00. One complaint was awarded £300.00 and the other was awarded £200.00.</p> <p>In total in 2018/19, 2 complaints were awarded a total of £500.00 between them.</p>
OPTIONS CONSIDERED:
N/A

RECOMMENDATIONS:

There are no recommendations; it is an annual report for Members to note.

REASONS FOR RECOMMENDATIONS

N/A