

POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	<i>Corporate Performance Panel</i>		
DATE:	9 th October 2017		
TITLE:	Complaints against the Borough Council of King's Lynn and West Norfolk 1 April 2016 – 31 March 2017		
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 2016 to 31 March 2017 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, 152 MP Enquiries were dealt with during 2016/17, compared with 172 during the previous year. Those for 2016/17 were broken down by service area with Commercial Services (26), Planning (27), Central Services (12) and Chief Executive (87).</p> <p><u>Corporate Complaints</u></p> <p>30 Corporate Complaints were received during 2016/17, compared with 31 during the previous year. Of these complaints during 2016/17, 7 were considered to be justified and 2 were partly justified at stage 1 of the complaints process.</p> <p>Of the 30 Corporate Complaints which were received, 11 went to an Appeal to the Chief Executive (Stage 2) and out of those 11 appeals, 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 3 cases 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 Ombudsman Annual Report 2016/17 for information. Of these 8 complaints, 1 was upheld. The Borough Council of King's Lynn & West Norfolk received this complaint in the year 2015/16 but due to the nature of this case, the Ombudsman received this in the year 2016/17. The complaint that went to the Ombudsman was awarded £100.00 which was the total awarded in compensation by the Ombudsman in 2016/17.</p>

OPTIONS CONSIDERED:

N/A

RECOMMENDATIONS:

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

REASONS FOR RECOMMENDATIONS

N/A