

## POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	<i>Corporate Performance Panel</i>		
DATE:	24 August 2016		
TITLE:	Complaints against the Borough Council of King's Lynn and West Norfolk 1 April 2015 - 31 March 2016		
TYPE OF REPORT:	<i>For information</i>		
PORTFOLIO(S):	Cllr Nick Daubney		
REPORT AUTHOR:	Ray Harding		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	No

### SUMMARY:

This report is produced on an annual basis for the period 1 April 2015 to 31 March 2016 and sets out the breakdown of Corporate and Ombudsman complaints and MP Enquiries, it is presented to Members for information only. Previously the report has been received by the Resources and Performance Panel.

### ANALYSIS:

#### MP Enquiries

In total, 172 MP Enquiries were dealt with during 2015/16, compared with 212 during the previous year. These were broken down by service area with Leisure (30), Planning (40), Central Services (15) and Chief Executive (87).

#### Corporate Complaints

31 Corporate Complaints were received during 2015/16, compared with 32 during the previous year. Of these complaints, 6 were considered to be justified and 2 were partly justified. One Corporate complaint was awarded £15.00 at Stage 1.

Of the 31 Corporate Complaints which were received, 13 went to an Appeal to the Chief Executive (Stage 2) and out of the 13 complaints, 2 were considered to be justified and 0 partly justified. Two complaints were awarded a total of £125.00 at Stage 2. One complaint was awarded £25.00 and the other was awarded £100.00.

#### Ombudsman Complaints

In total 18 complaints were received by the Local Government Ombudsman. Attached at **Appendix A** is the brief Ombudsman Annual Report 2015/16 for information. Of these 18 complaints, 2 were upheld. Two complaints that went to the Ombudsman were awarded a total of £308.99. One complaint was awarded £100.00 and the other was awarded £208.99.

In total in 2015/16, 5 complaints were awarded a total of £448.99 between them.

### OPTIONS CONSIDERED:

N/A

### RECOMMENDATIONS:

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

### REASONS FOR RECOMMENDATIONS:

N/A