



STANDARDS COMMITTEE
30 November 2009

COMPLAINTS HANDLING PERFORMANCE – JUNE TO OCTOBER 2009

PURPOSE OF REPORT: to note the performance report and ensure that the Council's complaints procedures are effective

SUMMARY:

Details of the County Council's complaints handling performance for June to October 2009 are attached, and the Committee is asked to note the report and ensure that the Council's complaints procedures are effective.

Conclusions:

Financial and value for money implications

None

Equalities Implications

None

Risk Management Implications

None

Implications for the Council's Priorities or Community Strategy/Local Area Agreement Targets

Corporate indicator on performance in responding to stage 1 complaints within timescale.

Council policy on complaints from the public.

Recommendations:

Standards Committee to note the report and ensure the Council's complaints procedures are effective.

Next steps:

Standards Committee to continue monitoring complaints handling performance at future meetings.

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Sources/background papers:

None
