



STANDARDS COMMITTEE  
15 February 2010

**COMPLAINTS HANDLING PERFORMANCE:  
OCTOBER TO DECEMBER 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 October to December 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

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