

| Bath & North East Somerset Council                                                  |                                    |                                      |
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| MEETING                                                                             | Standards' Committee               |                                      |
| MEETING                                                                             | 20 <sup>th</sup> September 2018    | EXECUTIVE FORWARD<br>PLAN REFERENCE: |
|                                                                                     |                                    |                                      |
| TITLE:                                                                              | Report on Assessment of Complaints |                                      |
| WARD:                                                                               | All                                |                                      |
| AN OPEN PUBLIC ITEM                                                                 |                                    |                                      |
| List of attachments to this report:<br>Annex 1 – Report on assessment of complaints |                                    |                                      |

## **1 THE ISSUE**

- 1.1 The Committee is asked to consider Annex 1 (Report on assessment of complaints) and discuss any issues arising.

## **2 RECOMMENDATION**

- 2.1 That the Committee consider the report and make any recommendations required.

## **3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

- 3.1 None.

## **4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL**

- 4.1 The Council is required to have in place adequate arrangements to assess complaints and deal with any further actions required.

## **5 THE REPORT**

- 5.1 An up-dated table providing information on the complaints received since the last report was sent to the Standards Committee in March 2018 is attached as Appendix 1 for the consideration of the Committee.

## 6 RATIONALE

6.1 To update the Standards' Committee on complaints received since March 2018.

## 7 OTHER OPTIONS CONSIDERED

7.1 None.

## 8 CONSULTATION

8.1 Not applicable.

## 9 RISK MANAGEMENT

9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council's decision making risk management guidance.

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| <b>Contact person</b>                                                                              | <i>Maria Lucas, Head of Legal &amp; Democratic Services, Monitoring Officer &amp; Council Solicitor (01225) 395171</i> |
| <b>Background papers</b>                                                                           | <i>List here any background papers not included with this report, and where/how they are available for inspection.</i> |
| <b>Please contact the report author if you need to access this report in an alternative format</b> |                                                                                                                        |