

<b>Bath &amp; North East Somerset Council</b>		
MEETING	<b>Standards' Committee</b>	
MEETING	<b>19<sup>th</sup> September 2019</b>	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	<b>Report on Assessment of Complaints</b>	
WARD:	All	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report:</b>		
<b>Annex 1 – Report on assessment of complaints</b>		

## **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 July 2019 is attached as Appendix 1 for the consideration of the Committee.

## **6 RATIONALE**

6.1 To update the Standards' Committee on complaints received since July 2019.

## **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.

<b>Contact person</b>	Maria Lucas, Head of Legal & Democratic Services, Monitoring Officer & Council Solicitor (01225) 395171
<b>Background papers</b>	None
<b>Please contact the report author if you need to access this report in an alternative format</b>	