

| Bath & North East Somerset Council | | |
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| MEETING | Standards Committee | |
| MEETING | 12th October 2021 | EXECUTIVE FORWARD PLAN REFERENCE: |
| | | |
| TITLE: | Report on Assessment of Complaints | |
| WARD: | All | |
| AN OPEN PUBLIC ITEM | | |
| List of attachments to this report: | | |
| 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 April 2021 is attached as Appendix 1 for the consideration of the Committee.

6 RATIONALE

6.1 To update the Standards' Committee on complaints received since April 2021.

7 OTHER OPTIONS CONSIDERED

7.1 None.

8 CONSULTATION

8.1 Not applicable.

9 RISK MANAGEMENT

9.1 Not Applicable.

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| Background papers | None |
| Please contact the report author if you need to access this report in an alternative format | |