

Bath & North East Somerset Council		
MEETING	Standards Committee	
MEETING	15 th July 2025	EXECUTIVE FORWARD PLAN REFERENCE:
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TITLE:	Report on Assessment of Complaints	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report:		
Annex 1 – updated Case Tracker		

1. THE ISSUE

- 1.1** The Committee is asked to consider Annex 1 (Report on assessment of complaints) and discuss any issues arising. The complaints since the last report in April 2025 are highlighted in yellow.

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 2025 is attached as Annex 1 for the consideration of the Committee.

6. RATIONALE

- 6.1 To update the Standards' Committee on complaints received since April 2025

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.

Contact person	Michael Hewitt, Legal Services Manager of Legal & Democratic Services, Monitoring Officer & Council Solicitor (01225) 395124
Background papers	None
	Please contact the report author if you need to access this report in an alternative format

