



AUDIT COMMITTEE – 9TH DECEMBER 2015

SUBJECT: EXAMPLES OF A PARTIALLY UPHELD COMPLAINT UNDER THE CORPORATE COMPLAINTS POLICY

REPORT BY: INTERM HEAD OF LEGAL SERVICE AND MONITORING OFFICER

1. PURPOSE OF REPORT

- 1.1 To provide members with examples of partially upheld complaints considered and dealt with under the Corporate Complaints Policy as set out in the Attached Appendix.

2. SUMMARY

- 2.1 Attached at Appendix 1 are examples of partially upheld complaints considered under the Corporate Complaints Policy.

3. LINKS TO STRATEGY

- 3.1 Monitoring of the Council's corporate complaints and successful resolution of those complaints supports the provision of higher quality and more effective services to the public across all service areas.

4. THE REPORT

- 4.1 At the last meeting of the Audit Committee members considered the reports presented in relation to the Corporate Complaints Policy. A request was made for a specific report which set out an example of a partially upheld complaint. Attached at Appendix 1 are examples of partially upheld complaints.

5. EQUALITIES IMPLICATIONS

- 5.1 Monitoring of complaints via the Corporate Complaints policy addresses the Council's statutory duties under the Equalities Act 2010 (Statutory Duties) (Wales) Regulations 2011 and the Welsh Language Measure (Wales) 2011 in two ways. It addresses specific complaints to the Council around alleged discrimination by service areas and also addresses the monitoring of complaints from people who fall under the categories protected by these statutory duties.

6. FINANCIAL IMPLICATIONS

- 6.1 There are no financial implications associated with this report.

7. PERSONNEL IMPLICATIONS

7.1 There are no personnel implications associated with this report.

8. CONSULTATIONS

8.1 This report is for information only.

9. RECOMMENDATIONS

9.1 Members are asked to note the contents of the report.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To monitor the complaints process to ensure effective delivery of Council services.

11. STATUTORY POWER

11.1 Local Government Act 1972 – 2003.

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For information only

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Appendices:

Appendix 1 Examples of partially upheld complaints