



Report to: Standards Committee, 17th November 2021

Report of: Monitoring Officer

Subject: REPORTS OF THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN

1. Recommendation

1.1 That the Committee note any complaints which have received a report, an upheld decision or where maladministration has been identified by the Local Government and Social Care Ombudsman.

2. Background

2.1 The Council operates a three stage complaints process which allows for complainants to appeal and request further investigation if they are not happy or feel that important information has not been taken into account.

Stage I – the initial investigation and response by the service

Stage II – reviewed by a senior officer within the service

Stage III – referral to the Local Government and Social Care Ombudsman

2.2 The numbers received and response times for all Stage I and Stage II complaints are reported on a quarterly basis to the Policy & Resources Committee.

2.3 Once the Ombudsman has investigated a complaint, if resolution is not agreed or there is an issue of public interest, a formal report is issued. Reports are made to each meeting of the Standards Committee on any reports received.

2.4 In addition, the Monitoring Officer has a duty to report when there has been an investigation which identifies maladministration in the exercise of administrative functions or a failure in a service or a failure to provide a service.

3. Ombudsman Decisions

3.1 There have been no reports or upheld decision received or incidents of maladministration identified by the Ombudsman since the previous report to this Committee on 23rd June 2021.

Ward(s):

All

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Background Papers:

[Worcester City Council Complaints and Feedback Polic](#)