



Report to: Standards Committee, 7th July 2022

Report of: Monitoring Officer

Subject: REPORTS OF THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN

1. Recommendation

1.1 To advise the Committee of any complaints received from 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 of the original complaint by a Head of Service or other appropriate officer

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

2.2 The numbers received and response times for all complaints including Stage III complaints to the Ombudsman are reported on a bi-annual basis to the Policy and 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. Complaints

3.1 No reports have been received from the Ombudsman since the last meeting of the Committee.

3.2 The Ombudsman's Annual Report for the previous year (2021-22) is overdue but expected at the end of July. Officers have cross-checked their records with those of the Ombudsman's office, and can confirm that, when the Annual Report does become available, it will show that no complaints were upheld against the Council in the year

2021-22. The Annual Report will be circulated to Members of the Committee when it becomes available.

Ward(s): All
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Background Papers: [Worcester City Council Complaints and Feedback Policy](#)