



Report to: Standards Committee, 14th November 2016

Report of: Monitoring Officer

Subject: REPORTS OF THE LOCAL GOVERNMENT 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 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 independently of the Service

Stage III – referral to the Local Government Ombudsman

2.2 A summary of complaints received at all stages of our complaints procedure including Stage III complaints to the Ombudsman are reported on a bi-annual basis to the Performance Management and Budget Scrutiny Committee and Cabinet.

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 To date for the year commencing 1st April 2016, there have been no reports or upheld decision received or incidents of maladministration identified by the Ombudsman to report to the Committee.

Ward(s):

All

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Background Papers:

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