



**Report to: Standards Committee, 12<sup>th</sup> July 2017**

**Report of: Monitoring Officer**

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**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 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.

2.3 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 1<sup>st</sup> April 2017, there have been no reports or upheld decision received or incidents of maladministration identified by the Ombudsman to report to the Committee.

**4. Annual Review Letter**

4.1 The Ombudsman's Annual Review Letter, which includes a summary of complaints statistics for the Council for the year ending 31 March 2017, will be published on the LGO website on the 27 July 2017 and will be reported to the next meeting of the Committee in November 2017.

**Ward(s):**

**All**

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**Background Papers:**

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