



Report to: Standards Committee, 5th September 2018

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 independently of the Service

Stage III – referral to the Local Government and Social Care 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 under section 5(2) of the Local Government and Housing Act 1989 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

3.3 To date for the year commencing 1st April 2018, 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](#)