



Report to: Standards Committee, 13th March 2019

Report of: Monitoring Officer

Subject: REPORTS OF THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN

1. Recommendation

1.1 That the Committee notes that, in the period since the last report, there have been no complaints against the Council which have received a formal 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 formal 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 Since the previous report to Standards Committee on the 14th November 2018, there have been no formal reports or upheld final decisions received or incidents of maladministration identified by the Ombudsman.

Ward(s):

All

Contact Officer:

Joanna Payne: Tel: 01905 722407

joanna.payne@worcester.gov.uk

Background Papers:

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