

 <b>Standards Committee</b> <b>17 November 2009</b>		<b>Agenda Item No.</b>
<b>Title</b>	Warwick District Council Corporate Complaints process	
<b>For further information about this report please contact</b>	Graham Leach, Senior Committee Services Officer, (01926 412656) email <a href="mailto:graham.leach@warwickdc.gov.uk">graham.leach@warwickdc.gov.uk</a>	
<b>Service Area</b>	Members' Services	
<b>Wards of the District directly affected</b>	None	
<b>Is the report private and confidential and not for publication by virtue of a paragraph of schedule 12A of the Local Government Act 1972, following the Local Government (Access to Information) (Variation) Order 2006</b>	No	
<b>Date and meeting when issue was last considered and relevant minute number</b>	N/A	
<b>Background Papers</b>	Local Government Ombudsman Council First Procedure.	

<b>Contrary to the policy framework:</b>	No
<b>Contrary to the budgetary framework:</b>	No
<b>Key Decision?</b>	No
<b>Included within the Forward Plan? (If yes include reference number)</b>	No

Officer/Councillor Approval		
With regard to officer approval all reports <i>must</i> be approved by the report authors relevant director, Finance, Legal Services and the relevant Portfolio Holder(s).		
Officer Approval	Date	Name
Relevant Director	5/11/2009	Chris Elliott
Chief Executive		
CMT		
Section 151 Officer		
Legal	4/11/2009	Peter Oliver
Finance	4/11/2009	Marcus Miskinis
Portfolio Holder(s)		Michael Doody
Consultation Undertaken		
Deputy Chief Executive Employment Committee 27 October 2009 Executive 29 September 2009 Joint Communications Forum 6 October 2009		
Final Decision?		Yes
Suggested next steps (if not final decision please set out below)		

## **1. SUMMARY**

- 1.1 This report brings forward the revised draft complaints policy for approval.

## **2. RECOMMENDATION**

- 2.1 The revised Complaints Policy be approved.

## **3. REASONS FOR THE RECOMMENDATION**

- 3.1 The Standards Committee is responsible for overseeing the Corporate Complaints Policy of this Council.

## **4. ALTERNATIVE OPTION CONSIDERED**

- 4.1 There is no alternative option because the Standards Committee is responsible for overseeing the Corporate Complaints Policy.

## **5. BUDGETARY FRAMEWORK**

- 5.1 This report has no impact on the budgetary framework of the Council, however it should be noted that funding for training on the new policy was approved by the Executive on 29 September 2009.

## **6. POLICY FRAMEWORK**

- 6.1 The new complaints policy is key to upholding the Council's established values of honesty and openness and transparency, and fairness and equity.

## **7. BACKGROUND**

- 7.1 The Council's Complaints Policy has been under review for some time and this new policy, attached at Appendix 1, now comes forward following changes to the procedures followed by the Local Government Ombudsman. There are no significant changes to how the Council handles complaints, other than the prioritisation of complaints, which falls in line with the recommendations from the Local Government Ombudsman.
- 7.2 The draft Policy has been considered by the Local Government Ombudsman, who cannot approve the policy, but can provide a view. They requested some revisions which have been included. The Policy has also been considered by the Council's recognised Trades Unions and they were satisfied with it, subject to a minor amendment in the supporting documentation on investigating complaints regarding members of staff. WDC Officers were also consulted. The Council's Employment Committee have considered the policy and approved it subject to guidance notes being provided for Councillors on their role in complaints about the authority.
- 7.3 The communication and training plans for the roll out of the new complaints policy are set out for information at Appendix 2.