

1. **SUMMARY**

- 1.1 This report provides this Committee with the opportunity to monitor the Councils performance with regard to complaints to the local Government Ombudsman and ensure that any governance issues raised are addressed.

2. **RECOMMENDATION**

- 2.1 The content of the report be noted

3. **REASONS FOR THE RECOMMENDATION**

- 3.1 There are no significant issues raised by the Local Government Ombudsman..

4. **ALTERNATIVE OPTION CONSIDERED**

- 4.1 None.

5. **BUDGETARY FRAMEWORK**

- 5.1 There are no budget implications of this report.

6. **POLICY FRAMEWORK**

- 6.1 There are no policy implications of this report.

7. **BACKGROUND**

- 7.1 The local Government Ombudsman produces an annual report for each authority detailing the complaints received by them about the authority and the liaison with that authority.
- 7.2 The Annual letter regarding this Council for year ending 31 March 2008 (attached as appendix 1 to this report) is positive and has been welcomed by the Council's Corporate Management Team.
- 7.3 The Council is currently in the process of reviewing its complaints process and how it handles complaints generally. The Corporate Management Team will be considering reports on this over the coming months. The final scheme will be reported to this Committee and approval of it will be sought from the Local Government Ombudsman.