

**WRITTEN STATEMENT OF A NON-KEY DECISION
CABINET**

ITEM:	OMBUDSMAN AND COMPLAINTS AND COMPLIMENTS MONITORING REPORT 2005/06
Members Present:	Councillors: RJ Phillips (Leader), PJ Edwards, JC Mayson, DW Rule MBE (Deputy Leader), RV Stockton, DB Wilcox, RM Wilson.
Date of Decision:	28th September 2006
Exempt:	No
Confidential	No
Urgent Decision:	No
Purpose:	To inform Cabinet of the Ombudsman Annual Letter 2005/06 and the figures for complaints and compliments recorded including complaints determined by the Local Government Ombudsman and the Complaints Panel for the year ended 31st March, 2006.
Decision:	THAT the report be noted.
Reasons for the Decision:	Cabinet ought to be aware that the Council's Complaints and Ombudsman's process is working well and that there have been no maladministration reports issued by the Ombudsman and to highlight areas of improvement.
Options Considered:	There are no alternative options
Declaration of Interest:	None.

COUNCILLOR RJ PHILLIPS:	Date: 28th September 2006
LEADER OF THE COUNCIL	