

OMBUDSMAN LETTER AND COMPLAINTS AND COMPLIMENTS MONITORING 2006/07

Report By: Director of Corporate and Customer Services

Wards Affected

County-wide

Purpose

1. To note the Ombudsman Annual Letter 2006/07 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, 2007.

Financial Implications

2. None.

Background

3. The report to Cabinet on 6th September is appended. Cabinet noted the report.

RECOMMENDATION

THAT the report be noted, subject to any comments which the Committee wishes to make.

BACKGROUND PAPERS

- None