

LOCAL ASSESSMENT: INITIAL HANDLING OF COMPLAINTS

Report By: Assistant Chief Executive - Legal and Democratic

Wards Affected

County Wide

Purpose

1. To consider the attached appendices in respect of a complaint form, guidance notes and assessment criteria in accordance with local assessment guidance.

Financial Implications

2. Convening of the appropriate assessment and review sub-committee will be in addition to the work of the Standards Committee.

Background

3. As members of the Committee are aware, the Standards Board has issued guidance with regard to the local assessment of complaints which came into force on 8th May 2008. The Committee is asked to consider the proposed complaint form which will be completed by complainants in writing or by e-mail or fax to be submitted care of The Monitoring Officer, together with the guidance notes and assessment criteria under which matters considered for local assessment will be dealt with.
4. The Committee is required by guidance regulations to develop its own assessment criteria having regard to the local situation within Herefordshire.

Consideration

5. The Committee consider the appendices attached to this report.

Recommendations

THAT

- (i) **the Committee approves the Complaint Form at Appendix 1 subject to any amendments it wishes to make; and**
- (ii) **the Committee approves the guidance notes at Appendix 2; and**
- (iii) **the Committee approves the assessment and review criteria at Appendix 3.**

Background Papers

Local assessment of complaints guidance issued by the Standards Board (Appendix 5)

Appendices

- Appendix 1 – Complaint Form
- Appendix 2 – Diversity Monitoring Form
- Appendix 3 – Guidance Notes
- Appendix 4 – Assessment and Review Criteria
- Appendix 5 – SBE Local Assessment of Complaints guidance
- Appendix 6 – Proposed notification of changes