

Appendix 10

Summary

The complainant complained that a councillor had failed to deal with correspondence and the matter was still unresolved.

Monitoring officer actions

The monitoring officer reviewed the complaint and as it was about a failure to deal with correspondence in a timely fashion contacted the councillor.

The councillor provided evidence that they had endeavoured to resolve the matter but that there were issues not in the control of the council.

Outcome

The councillor had made reasonable endeavours to remedy the situation and in accordance with (f) under the initial assessment stage, the complaint was rejected.