

OMBUDSMAN AND COMPLAINTS AND COMPLIMENTS MONITORING 2005/06

Report By: Director of Corporate and Customer Services

Wards Affected

County-wide

Purpose

1. To note 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.

Financial Implications

2. None.

Background

2. The report to Cabinet on 28th September, which was noted by Cabinet, is appended.

RECOMMENDATION

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

BACKGROUND PAPERS

- None