

BRIDGEND COUNTY BOROUGH COUNCIL

INFORMATION REPORT TO CABINET

22 JULY 2014

**REPORT OF THE ASSISTANT CHIEF EXECUTIVE
LEGAL & REGULATORY SERVICES**

CORPORATE COMPLAINTS POLICY - MONITORING REPORT

1. Purpose of Report.

1.1 To report upon the operational performance of the Corporate Complaints Policy.

2. Connection to Corporate Improvement Objectives / Other Corporate Priorities.

2.1 The monitoring of the Corporate Complaints Policy provides an opportunity for improvement in service delivery. The policy therefore has a link to the Corporate Improvement Objectives and Strategic Themes.

3. Background.

3.1 Cabinet on 28 May 2013 approved the new Corporate Complaints Policy to take effect from 1 June 2013. The new policy was developed in line with a public sector model policy that the Public Services Ombudsman for Wales has urged all public service providers in Wales to adopt.

3.2 Within the new policy the first stage (informal resolution) of the complaints procedure will be dealt with by the service area where staff will provide an explanation and/or appropriate remedial action. All complaints at the second stage (formal internal investigation) will be sent to the Complaints Officer in Legal Services who will assign the complaint to the relevant Head of Service.

3.3 The new policy is similar to the previous Corporate Complaints Policy but the main change is the removal of the review stage which allowed for independent consideration by an officer appointed by the Monitoring Officer of the complaint and original investigation. Under the new policy there is no opportunity for redress prior to referral to the Ombudsman.

4. Current situation / proposal.

4.1 Appendix A provides a report upon the operation of the Policy for the period 1 March – 31 May 2014.

5. Effect upon Policy Framework & Procedure Rules.

5.1 There is no effect upon the Policy Framework or the Procedure Rules.

6. Equality Impact Assessment

6.1 There are no equality implications.

7. Financial Implications.

7.1 There are no financial implications.

8. Recommendation.

8.1 Cabinet is requested to note the Corporate Complaints Policy Monitoring Report attached as **Appendix A**.

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Background documents

None used in the preparation of this report which were not identified in the report.