

BRIDGEND COUNTY BOROUGH COUNCIL
REPORT TO THE STANDARDS COMMITTEE
30 NOVEMBER 2017
REPORT OF THE MONITORING OFFICER
ONE VOICE WALES – MODEL PROTOCOL

1. Purpose of Report

- 1.1 To provide Members with the Model Protocol for low level complaints published by One Voice Wales.

2. Connection to Corporate Improvement Plan / Other Corporate Priority

- 2.1 Standards are an implicit requirement in the successful implementation of the Corporate Themes.

3. Background

- 3.1 Last year the Ombudsman introduced local resolution for county councils to encourage low level complaints to be referred to the Monitoring Officer in the first instance. Town and Community Councils have started to adopt this approach and One Voice Wales has published a Model Protocol (**Appendix 1**) to encourage and help them to do so.

4. Current situation / proposal

- 4.1 The Model Protocol is meant as a starting point for Community and Town councils. Individual councils may wish to add or amend this model to suit their particular needs. Councils wishing to use this process should first of all be clear about its purpose and intention, formally adopt it in its current or in a revised form and ensure that all Councillors are provided with a copy for their attention.

5. Effect upon Policy Framework & Procedure Rules

- 5.1 None.

6. Equality Impact Assessment

- 6.1 None.

7. Financial Implications

- 7.1 None.

8. Recommendation

8.1 The Committee is recommended to note the report.

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Background Documents

None