



## Overview & Scrutiny Board

30 March 2023

**Subject Heading:**

**SLT Lead:**

**Report Author and contact details:**

**Policy context:**

**Financial summary:**

## REPORT

Complaints

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The report deals with a statutory process.

There is no significant financial impact from the statutory processes as these requirements are being met by existing budgets.

**The subject matter of this report deals with the following Council Objectives**

People - Things that matter for residents X

Place - A great place to live, work and enjoy X

Resources - A well run Council that delivers for People and Place X

### SUMMARY

Details of the Council's complaints procedures and relevant statistics will be given at the meeting.

### RECOMMENDATION

That the Board consider the information on how complaints and related issues are dealt with and decides on any further scrutiny action that it wishes to take.

## REPORT DETAIL

The Board has asked for details of how complaints are dealt with across the Council. Whilst this is a large area that is likely to require further, more focussed scrutiny, officers will give at the meeting some key statistics and information about complaints procedures across the Council. The recent Cabinet report discussing some proposed changes to complaints policies is attached for information.

**Financial implications and risks:** None of this covering report.

**Legal implications and risks:** None of this covering report.

**Human Resources implications and risks:** None of this covering report.

**Equalities implications and risks:** None of this covering report.

**Environmental and Climate Change Implications and Risks:** None of this covering report.