

MAIDSTONE BOROUGH COUNCIL

STANDARDS COMMITTEE

REPORT OF THE MEETING HELD ON 1 SEPTEMBER 2010

1. **ANNUAL REVIEW OF COMPLAINTS 2009/10**

The Committee considered the report of the Head of Change and Scrutiny and the Head of Legal Services reviewing the Council's performance in dealing with complaints during the period 1 April 2009 to 31 March 2010. A copy of the report is attached as an Appendix to this report. It was noted that the report had been delayed in order to incorporate the Local Government Ombudsman's annual review of the complaints his office had dealt with about the Council during the year ended 31 March 2010.

The Committee felt that the Council should be congratulated on its performance in dealing with complaints over this period.

RECOMMENDED: That the issues outlined in the Annual Review of Complaints 2009/10 be noted and endorsed.