

MAIDSTONE BOROUGH COUNCIL

COUNCIL

26 SEPTEMBER 2018

**REPORT OF THE AUDIT, GOVERNANCE AND STANDARDS COMMITTEE
HELD ON 17 SEPTEMBER 2018**

ANNUAL COMPLAINTS REPORT 2017/18

Issue for Decision

To note the Council's performance on complaint management in 2017/18 and the Local Government and Social Care Ombudsman's Annual Review Letter for the year ending 31 March 2018.

Recommendation Made

That the Council's performance on complaint management in 2017/18 and the Local Government and Social Care Ombudsman's Annual Review Letter for the year ending 31 March 2018, as set out in the attached report and Appendices, be noted.

Reason for Recommendation

At its meeting held on 17 September 2018, the Audit, Governance and Standards Committee considered the Annual Complaints Report 2017/18 which provides an overview of how the Council performed in responding to complaints in 2017/18. The report also included the Local Government and Social Care Ombudsman's (LGSCO) Annual Review Letter 2017/18 which detailed the number of complaints and enquiries received about the Council and the decisions made by the LGSCO during this period.

The report and associated Appendices are attached.

Regular reports on the Council's performance in responding to complaints assist in demonstrating best value. Good complaints management ensures that the Council learns from customer experience in the development of services to deliver priorities and can help identify where changes to policy and service delivery may be required.

The Committee noted the report and commends it to Council.

Alternatives Considered and Why Not Recommended

There is no alternative course of action as the report is presented for information only.

Background Documents

None.

Appendices

Annual Complaints Report 2017/18 and associated Appendices.