

REPORT FOR INFORMATION



DATE	8th March 2017
PORTFOLIO	Chief Executive
REPORT AUTHOR	Monitoring Officer
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Member Complaint Statistics

PURPOSE

1. To update the Audit and Standards Committee on complaints about Members pursuant to the Code of Conduct for Members.

SUMMARY OF KEY POINTS

2. The Committee has oversight of the Council's complaint-handling arrangements.
3. The Monitoring Officer has received two complaints against Members since the last meeting. The initial assessment of these complaints by the Independent Person has not yet been completed.
4. The initial vetting of complaints by Group Leaders has led to an increase in the number of complaints being resolved informally at an early stage, and consequently a reduction in the number of formal complaints being received by the Monitoring Officer. This has reduced the amount of Officer time spent on complaint investigation and resolution.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

5. Within the approved budget.

POLICY IMPLICATIONS

6. None.

DETAILS OF CONSULTATION

7. Not applicable.

BACKGROUND PAPERS

8. None

FURTHER INFORMATION

PLEASE CONTACT:

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ALSO: