

REPORT FOR INFORMATION



DATE	21st September 2016
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.

SUMMARY OF KEY POINTS

2. The Committee has oversight of the Council's complaint-handling arrangements.
3. The Monitoring Officer did not receive any Member complaints from September to December 2016.
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

FURTHER INFORMATION

PLEASE CONTACT:

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ALSO: