

Governance & Resources Scrutiny Commission 13 th October 2014 Annual Complaints Enquires Report 2013-2014	Item No 5
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OUTLINE

This report is presented in accordance with the Governance & Resources Scrutiny Commission role in monitoring Corporate and Local Government Ombudsman complaints.

This report provides details on the complaints improvement work undertaken over the last year, outlines the key developments in improving the Complaints & Members Enquiries process, further enhancements planned and headline data related to complaints and enquiries for 2013/14.

ACTION

The Commission is requested to note the report and ask questions.