

Title: Procedure for Local Assessment and Review

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Purpose

To consider and approve the attached procedure for the local assessment and review of complaints.

Background

A draft procedure was considered by the Standards Committee on 25 June 2008. A number of amendments were agreed by the Committee. The attached procedure incorporates these amendments and is now presented for final approval and adoption.

Key Issues

A clear procedure for dealing with the assessment and review of complaints is necessary so that everyone involved knows what to expect and so that the process is conducted consistently and fairly.

Financial Implications

There are no new financial implications to this report.

Legal Implications

The Council is required, by law, to put in place a system for the assessment and review of complaints and to operate that system in accordance with the legislation, regulations and guidance.

Recommendation

It is recommended that the Committee approves and adopts the attached procedure for the assessment and review of complaints.

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