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**To: Scrutiny Co-ordination Committee**

**Date: 20<sup>th</sup> September 2023**

**Subject: Complaints Policy and Procedure – Task and Finish Group**

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**1 Purpose of the Note**

- 1.1 To provide an opportunity for scrutiny members to be involved with the review of the Council Complaints Policy and Procedure.

**2 Recommendations**

- 2.1 Scrutiny Co-ordination Committee are recommended to:

- 1) Agree to establish a task and finish group to be involved in a review of the Council Complaints Policy and Procedure
- 2) Identify Members to take part in the task and finish group

**3 Background and Information**

- 3.1 This year, as part of their annual summary of complaint statistics the Local Government and Social Care Ombudsman included the Chair of Scrutiny Co-ordination Committee, as an opportunity to “to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve”. This letter can be found at Appendix 1.
- 3.2 The letter and report are considered in detail by the Leader at his Cabinet Member meeting, as well as Ethics Committee and Audit and Procurement Committee.
- 3.3 Scrucos and other scrutiny members are invited to be involved in the review of the Complaints Policy and Procedure to ensure that the process is easy to access and understandable for everyone involved, particularly members of the public.
- 3.4 The task and finish group will meet for 2/3 times during the autumn with the intention of making recommendations to the Cabinet Member in the new year.

Appendix 1 – LGSCO Letter