

CYNGOR SIR CEREDIGION COUNTY COUNCIL

Report to: Council

Date of meeting: 14/11/2023

Title: Annual Report of Compliments, Complaints, and Freedom of Information (2022-2023)

Purpose of the report: To provide feedback from the Corporate Resources Overview and Scrutiny Committee in relation to the Annual Report of Compliments, Complaints, and Freedom of Information (2022-2023)

Background:

Members of the Corporate Resources Overview and Scrutiny Committee considered the Compliments, Complaints, and Freedom of Information Annual Report (2022-2023).

Members were pleased that an additional appendix had been included in the report as previously requested regarding the Lessons Learned as a consequence of (corporate) complaints.

Members were also pleased that this was the fourth consecutive report where there had been no Ombudsman investigations commenced or formal reports issued in relation to complaints made against the Council. Whilst there were fewer Ombudsman referrals during this reporting year, the Council had a consistently high rate of Early Resolution/Voluntary Settlements.

It was suggested that a further half yearly report will be presented to the Committee at its 22nd January 2024 meeting which will include a breakdown of complaints per service.

Recommendation(s):

Following discussion, Committee Members recommend that Council:

1. receive and endorse the Annual Report.

Reasons for decision:

To ensure Members are aware of the performance of the Authority in respect of Compliments, Complaints and Freedom of Information.

Councillor Rhodri Evans
Chairman of the Corporate Resources Overview and Scrutiny Committee