

CYNGOR SIR CEREDIGION COUNTY COUNCIL

Report to: Council

Date of meeting: 28 November 2024

Title: Annual Report of Compliments, Complaints, and Freedom of Information (2023-2024)

Purpose of the report:

To provide feedback from the Corporate Resources Overview and Scrutiny Committee.

Background:

The report provided information relating to the Council's Compliments, Complaints and Freedom of Information activity between 1st April 2023 and 31st March 2024. The report also provided information about the complaint's activity referred to the Public Services Ombudsman for Wales during this reporting period.

The detailed report includes specific information on the number and type of compliments received, the different complaints stages and information surrounding performance and outcomes.

Following discussion, Committee Members agreed to recommend that Council:

Recommendation(s):

- note the contents of the report.

Reasons for decision:

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

The Chair on behalf of Committee Members took the opportunity of thanking the Complaints and Freedom of Information Team for their commitment and hard work during this reporting period.

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