

<b>Committee:</b>	Administration and Regulation Committee		
<b>Date of Meeting:</b>	16 December 2020		
<b>Subject:</b>	Yearly complaints report		
<b>Report Author:</b>	The Business Intelligence Manager		
<b>Contact Officer:</b>	Zoe Bulmer		
<b>Implications:</b>	Legal <input type="checkbox"/>	Community Safety <input type="checkbox"/>	
	Equalities <input type="checkbox"/>	Environment <input type="checkbox"/>	
	Financial <input type="checkbox"/>	Consultations <input type="checkbox"/>	
	Staffing <input type="checkbox"/>	Other <input type="checkbox"/>	
<b>Wards Affected:</b>	All		

## Purpose

- To share the yearly complaint report with the administration and regulation committee.

## Recommendation

- The Committee is recommended to review and note the report.**

## Background

- A complaint is where a citizen is dissatisfied with the action or non-action of the council that requires a response or action to resolve. The council has a complaints procedure which covers stage 1 and 2 complaints. There is a separate children's complaint process and adults complaint process.

## Report

- See attached report at Appendix A

## Proposal/Options

- See attached report at Appendix A

## Appendix

Appendix A - 2019-2020 Complaints Activity Report

## List of Background Papers - Local Government Act 1972, Section 100D

None

## Implications

Item	Details	Clearance Agreed By	Dated
<b>Legal</b>	None		
<b>Finance</b>	None		

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<b>Equalities</b>	None		
<b>Environment</b>	None		
<b>Community Safety</b>	None		
<b>Staffing</b>	None		
<b>Consultations</b>	None		
<b>Other</b>	None		