



Hinckley & Bosworth  
Borough Council

*A Borough to be proud of*

FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

ETHICAL GOVERNANCE & PERSONNEL COMMITTEE 30 MARCH 2017

WARDS AFFECTED: ALL WARDS

---

## CORPORATE COMPLAINTS PROCEDURE

---

### Report of Monitoring Officer

#### 1. PURPOSE OF REPORT

- 1.1 To seek an amendment to the corporate complaints procedure following the senior management restructure.

#### 2. RECOMMENDATION

- 2.1 The wording of stage 2 of the complaints procedure be amended to allow both a senior officer or an officer independent from the officer providing the stage 1 response to respond.

#### 3. BACKGROUND TO THE REPORT

- 3.1 The corporate complaints procedure has a two stage process whereby the relevant line manager responds to a complaint at stage one, and at stage two the procedure states that the complaint will be reviewed by the appropriate head of service, Deputy Chief Executive or Chief Executive.
- 3.2 In light of the recent senior management restructure, the titles mentioned above require updating. Following a recent Local Government Ombudsman draft report, we have also identified the need to have the option to ask an officer who is not necessarily of the seniority mentioned above to review a complaint at stage two – for example where an independent review is required from an officer with no knowledge of the complainant or the subject of the complaint.
- 3.3 The suggestion is that the wording be amended to read “your complaint will be reviewed by an officer either senior to or independent from the officer who provided the response at stage one...”.

#### 4. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES

- 4.1 This report is to be taken in public session.

5. FINANCIAL IMPLICATIONS (DW)

5.1 None.

6. LEGAL IMPLICATIONS (AR)

6.1 None.

7. CORPORATE PLAN IMPLICATIONS

7.1 This report supports all corporate aims by providing a process for complaints to encourage improvement to services.

8. CONSULTATION

8.1 This is a minor amendment to wording and therefore no consultation is necessary.

9. RISK IMPLICATIONS

9.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

9.3 The following significant risks associated with this report / decisions were identified from this assessment:

Management of significant (Net Red) Risks		
Risk Description	Mitigating actions	Owner
A finding of fault by the Local Government Ombudsman for failure to follow our own complaints procedure	Update the procedure	R Owen

10. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

10.1 This report supports all citizens and communities by ensuring equal access to make a complaint.

11. CORPORATE IMPLICATIONS

11.1 By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Procurement implications
- Human Resources implications
- Planning implications
- Data Protection implications

- Voluntary Sector

---

Background papers: None

Contact Officer: Rebecca Owen, ext 5879

Executive Member: Councillor A Wright