

NORTH YORKSHIRE COUNTY COUNCIL

STANDARDS COMMITTEE

2 February 2009

Complaint Assessment Procedure

0.0 PURPOSE OF REPORT

1.1 To consider a draft procedure for the local assessment and review of complaints.

2.0 BACKGROUND

2.1 The Standards Committee (England) Regulations 2008 provide for the local receipt, assessment, investigation and determination of complaints that Members may have breached the Code of Conduct, by local standards committees.

2.2 There is a statutory duty on the Authority to publish, in such manner as it considers appropriate, details of the procedures it will follow in relation to such complaints.

3.0 DRAFT COMPLAINTS ASSESSMENT PROCEDURE

3.1 A draft procedure for the initial assessment of complaints and the review of any decision to take no action on a complaint is attached at Appendix 1 for Members' comments. The procedure incorporates the local Assessment Criteria previously agreed by the Committee.

3.2 Procedures regarding the investigation and determination of complaints are dealt with in the Committee's Protocol for Local Determination of Complaints, which is currently being reviewed by the Monitoring Officer and a revised version will be brought to a future meeting of the Committee for Members' comments.

3.3 Subject to any comments they may have, Members are requested to approve the draft Complaints Assessment Procedure attached at Appendix 1 to this report.

3.4 Given the duty on the Authority to publish its complaints procedures, it is recommended that the Complaints Assessment Procedure should be published on the Authority's website and publicised in any other ways Members feel appropriate.

4.0 RECOMMENDATIONS

4.1 That, subject to any comments they may have, Members approve the draft Complaints Assessment Procedure attached at Appendix 1 to this report.

4.2 That, subject to any comments Members may have, the Complaints Assessment Procedure be published on the County Council website and also published in any other ways Members deem appropriate.

CAROLE DUNN

Assistant Chief Executive (Legal and Democratic Services) and Monitoring Officer

Background Documents:

The Standards Committee (England) Regulations 2008
The Local Government Act 2000, as amended
The Standards Board Guidance on Local Assessment

County Hall
NORTHALLERTON

22 January 2009