

NORTH YORKSHIRE COUNTY COUNCIL

STANDARDS COMMITTEE

2 February 2009

Corporate Complaints and Compliments

0.0 PURPOSE OF REPORT

- 1.1 To present to Members, for their information, a schedule of the corporate compliments and complaints received during Quarter 2 (July to September 2008).

2.0 BACKGROUND

2.1 The Committee periodically considers statistical information relating to complaints and compliments received by the Council. Once each year, this information is also accompanied by information in relation to agreed ethical indicators which help give an indication of the health of the authority in relation to standards and ethics.

3.0 STATISTICAL INFORMATION

3.1 Attached at Appendix 1 is a Schedule of the corporate compliments and complaints received by the Council during Quarter 2 (July to September 2008).

3.2 In order to assist Officers in compiling the ethical indicators statistical information and to supply the Committee with details of a full year's statistics, the wider ethical indicators information will be brought to the Committee's meeting in May 2009.

4.0 RECOMMENDATIONS

- 4.1 That Members note this report.

CAROLE DUNN

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

Background Documents:

None

County Hall
NORTHALLERTON

23 January 2009