

## NORTH YORKSHIRE COUNTY COUNCIL

### STANDARDS COMMITTEE

10 May 2010

#### **Complaint Feedback Questionnaire**

#### **1.0 PURPOSE OF REPORT**

- 1.1 To update Members regarding the introduction of a Complaint Feedback Questionnaire.

#### **2.0 BACKGROUND**

- 2.1 The Standards Committee previously indicated that it would be helpful to those involved in a standards complaint process to be able to feed back to the Authority on how they found the process. This would enable the Authority to refine its complaint handling processes over time.
- 2.2 The Committee requested that a draft Questionnaire be presented to its May meeting for Members' consideration.

#### **3.0 COMPLAINT FEEDBACK QUESTIONNAIRE**

- 3.1 At the time of writing this report, the form of Complaint Feedback Questionnaire is still being drafted. A first draft will be tabled at the Committee's meeting on 10 May 2010 for Members' consideration.

#### **4.0 RECOMMENDATIONS**

- 4.1 That, subject to any comments they may have, Members approve the draft Complaint Feedback Questionnaire to be tabled at the Committee's meeting on 10 May 2010.

CAROLE DUNN

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

#### **Background Papers:**

Standards Committee minutes for meetings held in 2009/2010

County Hall  
NORTHALLERTON

29 April 2010