

Meeting: Standards Committee

Date: 7 July 2003

OMBUDSMAN COMPLAINTS FOR THE YEAR ENDED 31 MARCH 2003

([Originating department])

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1 PURPOSE

To report the figures for Ombudsman complaints for the year ending 31 March 2003.

2 DETAILS

- 2.1 The Ombudsman has issued details of the treatment of complaints to the Ombudsman within Hertfordshire for the last financial year.
- 2.2 The figures for Stevenage show that there are a total of 12 complaints to the Ombudsman during that period which are attached at Appendix 1. None of these were the subject of a formal report and there were no local settlements.
- 2.3 This is a low figure compared with earlier years and other councils. The comparative figures for the other authorities within Hertfordshire are subject to an embargo until Thursday 3 July, but these will be circulated at the Committee meeting.

3 IMPLICATIONS

- 3.1 None specific

4 RECOMMENDATIONS

To note the report.

BACKGROUND DOCUMENTS

None

APPENDICES

- Appendix 1