

COUNCIL ASSEMBLY

(ORDINARY MEETING)

WEDNESDAY 26 MARCH 2014

PUBLIC QUESTION TIME

1. QUESTION FROM MICK BARNARD TO THE LEADER OF THE COUNCIL

If an officer stated *I have therefore decided this complaint is not within my remit to investigate* would the leader consider the complaint to have been investigated by that officer or that it needs to be investigated using another process and would he expect that process to be identified?

RESPONSE

When a complaint is received it is assessed as to whether it falls within the council's corporate complaint policy or another council policy, such as children's and adults' complaints. Whether an investigation is undertaken by an officer will depend on whether the case is easily identifiable as one that falls within the council's remit to investigate.

If it does not fall within the jurisdiction of any of the council's complaints policies, the complainant will be informed and the council will signpost the individual as to the appropriate process, which may sit outside of the council.

SUPPLEMENTAL QUESTION FROM MICK BARNARD TO THE LEADER OF THE COUNCIL

My question is to the leader, Peter John, not sure that his answer does answer my question but nevertheless I have a complaint for which there is no process; it (the process) has not been identified. Is it possible you have got to appoint an officer to identify that process and then investigate the matter?

RESPONSE

I want to thank you Mr Barnard for coming and putting your supplemental question this evening. If there is no process for an enquiry or a complaint that probably means that the complaint has not got much basis and I know from the fact that we have had conversations and I have been kept abreast of developments over the past four years that there are a number of complaints and procedures which you have pursued with the council. So if there is no obvious process, I am not going to invite officers to invent one so that we can allow you to continue to pursue a complaint for which there is no process.