

**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.