

*Report Number: SWT 126/22*

# **Somerset West and Taunton Council**

## **Audit and Governance Committee – 12 September 2022**

### **Local Government Ombudsman Summary of Complaints for 2021/22**

**This matter is the responsibility of the Portfolio Holder for Communications and Corporate Resources, Cllr Benet Allen**

**Report Author: Jess Thomas, Customer Experience Manager**

#### **1 Executive Summary / Purpose of the Report**

- 1.1 To present the Committee with the Local Government Ombudsman (LGO) Summary of Complaints for 2021/22.

#### **2 Recommendations**

- 2.1 That the Committee notes the contents of the Local Government Ombudsman complaints – 2021/22 Annual Report.

#### **3 Risk Assessment**

- 3.1 Failure to deal with complaints in an appropriate manner could impact on the Council's ability to operate in an economic, efficient and effective manner and lead to action being taken by the Local Government Ombudsman.

#### **4 Background and Full details of the Report**

- 4.1 The Local Government Ombudsman looks at complaints about Councils and investigate them in a fair and independent way once the complaint has

exhausted the Council's complaints process.

4.2 Each year the Local Government Ombudsman publishes the Annual Summary of Complaints for each Council on their website.

4.3 The purpose of this report is to present the Committee with the Summary of Complaints from the Local Government Ombudsman for Somerset West and Taunton Council for the 2021/22 financial year.

4.4 The Committee are asked to note this report.

## **5 Links to Corporate Strategy**

5.1 Having effective and efficient governance arrangements for dealing with complaints and feedback from the Local Government Ombudsman is a fundamental element of being a 'well managed' council

## **6 Finance / Resource Implications**

6.1 None arising from this report

## **7 Legal Implications**

7.1 None arising from this report

## **8 Climate, Ecology and Sustainability Implications**

8.1 None arising from this report

## **9 Safeguarding and/or Community Safety Implications**

9.1 None arising from this report

## **10 Equality and Diversity Implications**

10.1 None arising from this report

## **11 Social Value Implications**

11.1 None arising from this report

## **12 Partnership Implications**

12.1 None arising from this report

## **13 Health and Wellbeing Implications**

13.1 None arising from this report

14 **Asset Management Implications**

14.1 None arising from this report

15 **Data Protection Implications**

15.1 None arising from this report

16 **Consultation Implications**

16.1 None arising from this report

**Democratic Path:**

- **Audit, Governance and Standards Committee – Yes**
- **Cabinet/Executive – No**
- **Full Council – No**

**Reporting Frequency:** Annually

**List of Appendices (delete if not applicable)**

Appendix A	Local Government Ombudsman Complaints – 2021/22 Annual Reports
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**Contact Officers**

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