

## **Lancashire County Council**

### **Corporate Complaints Committee**

**Minutes of the Meeting held on Monday, 23rd January, 2017 at 10.00 am in Cabinet Room 'D' - The Henry Bolingbroke Room, County Hall, Preston**

#### **Present:**

T Brown - Chair

#### **County Councillors**

M Barron

S Holgate

D Clifford

G Wilkins

M Green

County Councillor Terry Brown chaired the meeting in the absence of County Councillor Mohammed Iqbal.

County Councillor Steven Holgate replaced County Councillor Mohammed Iqbal at this meeting.

#### **1. Apologies**

Apologies for absence were presented on behalf of County Councillor Munsif Dad.

#### **2. Constitution: Chair and Deputy Chair; Membership; Terms of Reference**

Members were advised that there were two updates to the report circulated with the agenda:

- County Councillor Dorothy Lord was confirmed as the Liberal Democrat representative on the Committee.
- County Councillor David Smith had been permanently replaced by County Councillor Michael Green.

**Resolved:** That the report and subsequent updates be noted.

#### **3. Disclosure of Pecuniary and Non-Pecuniary Interests**

None.

#### **4. Minutes of the Meeting held on 13 April 2015**

**Resolved:** That the minutes of the meeting held on the 13 April 2015 be confirmed and signed by the chair.

#### **5. Procedure of Hearing**

**Resolved:** That the procedure for the conduct of the meeting be noted.

#### **6. Urgent Business**

There were no items of urgent business.

#### **7. Date of Next Meeting**

It was noted that the next meeting of the Committee would be held on 27 February 2017 at 10am in Cabinet Room D, County Hall, Preston.

#### **8. Exclusion of Press and Public**

**Resolved:** That the press and members of the public be excluded from the meeting during consideration of the following item of business on the grounds that there would be a likely disclosure of exempt information as defined in the appropriate paragraph of Part 1 of Schedule 12A to the Local Government Act, 1972, indicated against the heading to the item. It was considered that in all the circumstances the public interest in maintaining the exemption outweighed the public interest in disclosing the information.

#### **9. Mr W NoWcard**

(Exempt information as defined in Paragraph 1 of Part 1 of Schedule 12A to the Local Government Act 1972. It was considered that in all circumstances of the case the public interest in maintaining the exemption outweighed the public interest in disclosing the information).

The meeting considered a complaint concerning a matter relating to the provision of NoWcard procedure for replacement card charges and the subsequent complaints process.

The complainant attended the meeting to present the complaint. The Committee considered very carefully the points raised by the complainant in the correspondence submitted by him together with other documentation provided, which had also been copied to the complainant. The Committee also considered responses from officers of the County Council, who attended the meeting.

**Resolved:** That:

- i. The complaint be partially upheld.

- ii. A recommendation be submitted to the Head of Service responsible for the Complaints Team that a review of the practices of the Team takes place to ensure more effective investigation of complaints.
- iii. The reasons for this decision, as discussed and agreed at the meeting be conveyed to the complainant in writing.

I Young  
Director of Governance, Finance  
and Public Services

County Hall  
Preston