

Local Government Act 1974

(as amended by the Local Government Act 1988)

Local Complaints

The attention of Members is drawn to the provisions of Part III of the Local Government Act 1974 which sets out procedures for dealing with complaints about local administration through the Local Government Ombudsman. Part III of the Act details the role and powers of the Local Government Ombudsman in dealing with complaints.

Copies of relevant extracts from appropriate legislation and guidance information provided by the Local Government Ombudsman are available in the Members' Library.

The County Council has separately established a Complaints Procedure, to consider complaints made by members of the public/service users. Complaints can of course be referred direct to the Local Government Ombudsman. However, the Ombudsman would expect a complaint to have already been dealt with through a Council's own procedures. If complainants are not satisfied with an answer, or have not received a reply within a reasonable time, complaints should be referred to the Ombudsman.

For details on the County Council's Complaints Procedure, and the role of the Local Government Ombudsman, please contact the County Council's Complaints Manager on 01772 533950.

If at any time a Member is in any difficulty on any matter relating to a complaint against the County Council, he/she is advised to consult the Monitoring Officer.