

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	
---------------------------------	--

1. **TITLE:** Complaints against Bracknell Forest Council in 2013-14

2. **SERVICE AREA:** Chief Executive's Office

3. **PURPOSE OF DECISION**

To brief the Executive about complaints made against the Council in 2013-14.

4 **IS KEY DECISION** No

5. **DECISION MADE BY:** Executive

6. **DECISION:**

That:

- i. The approach taken to dealing with and learning from complaints to the Council be endorsed
- ii. The Annual Review letter of the Local Government Ombudsman to the Council for 2013/4 be noted
- iii. The information on other complaints against the Council in 2013/14 be noted
- iv. The developments in complaints handling be noted

7. **REASON FOR DECISION**

The Council's staff guidelines on complaints stipulate that, *'The Chief Executive's Office shall write an annual report about complaints, which shall include reference to the annual letter issued by the Local Government Ombudsman'*. This report gives the Executive information on an important aspect of the Council's services to residents, in keeping with the Council's Charter for Customers, which includes always putting the customer first, learning from feedback, and continually aiming to improve the Council's service and performance.

To support the implementation of the corporate Customer Contact Strategy, endorsed by the Council's Executive on 5 July 2011. This strategy's overarching aim is to improve the quality of customer service to residents and service users.

8. **ALTERNATIVE OPTIONS CONSIDERED**

None

9. **PRINCIPAL GROUPS CONSULTED:** N/A

10. **DOCUMENT CONSIDERED:** Report of the Assistant Chief Executive

11. **DECLARED CONFLICTS OF INTEREST:** None

Date Decision Made	Final Day of Call-in Period
21 October 2014	29 October 2014