

**Bracknell Forest Council  
Record of Decision**

<b>Work Programme Reference</b>	<b>I053134</b>
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1. **TITLE:** Complaints Against Bracknell Forest Council in 2014/15

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

3. **PURPOSE OF DECISION**

To brief the Executive about complaints made against the Council in 2014/15.

4 **IS KEY DECISION** No

5. **DECISION MADE BY:** Executive

6. **DECISION:**

1 That the approach taken to dealing with and learning from complaints to the Council be endorsed;

2 That the Annual Review letter of the Local Government Ombudsman to the Council for 2014/15 be noted;

3 That the information on other complaints against the Council in 2014/15 be noted;

4 That the developments in complaints handling be noted.

7. **REASON FOR DECISION**

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**

There are no alternative options.

9. **PRINCIPAL GROUPS CONSULTED:** None

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

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

<b>Date Decision Made</b>	<b>Final Day of Call-in Period</b>
22 September 2015	30 September 2015