

**Bracknell Forest Council  
Record of Decision**

|                                 |                |
|---------------------------------|----------------|
| <b>Work Programme Reference</b> | <b>1078393</b> |
|---------------------------------|----------------|

1. **TITLE:** Local Government and Social Care Ombudsman Annual Review Letter 2018

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

3. **PURPOSE OF DECISION**

Annual LGO complaints report.

4. **IS KEY DECISION** No

5. **DECISION MADE BY:** Executive

6. **DECISION:**

That the Local Government and Social Care Ombudsman Annual Review letter 2018 at Annex A of the Chief Executive's report is noted. .

7. **REASON FOR DECISION**

The Annual review letter provides the Executive with information to help assess the Council's performance in handling complaints.

8. **ALTERNATIVE OPTIONS CONSIDERED**

None considered.

9. **PRINCIPAL GROUPS CONSULTED:** None.

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

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

|                           |                                    |
|---------------------------|------------------------------------|
| <b>Date Decision Made</b> | <b>Final Day of Call-in Period</b> |
| 13 November 2018          | 20 November 2018                   |