

**Bracknell Forest Council
Record of Decision**

Work Programme Reference	1087863
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1. **TITLE:** Local Government and Social Care Ombudsman Annual Review Letter 2018-19

2. **SERVICE AREA:** Organisational Development, Transformation & HR

3. **PURPOSE OF DECISION**

To provide a summary of the Local Government and Social Care Ombudsman Annual Review Letter 2019.

4. **IS KEY DECISION** Yes

5. **DECISION MADE BY:** Executive

6. **DECISION:**

The Local Government and Social Care Ombudsmen Annual Review Letter 2018 at Annex A and corresponding data tables at Appendix B are noted.

7. **REASON FOR DECISION**

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

8. **ALTERNATIVE OPTIONS CONSIDERED**

None considered.

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

10. **DOCUMENT CONSIDERED:** Report of the Director: Organisational Development, Transformation and HR

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

Date Decision Made	Final Day of Call-in Period
17 December 2019	25 December 2019