

Standards Committee : 28 July 2009

Title of report: Standards Complaints Leaflet

Is it likely to result in spending or saving £250k or more, or to have a significant effect on two or more electoral wards?	N/A
Is it in the Council's Forward Plan?	N/A
Is it eligible for "call in" by Scrutiny?	N/A
Cabinet member portfolio	Corporate

Electoral wards affected and ward councillors consulted: N/A

Public or private: Public

1. Purpose of Report

To seek approval from standards committee for amendments to the standards complaints leaflet.

2. Key Points

At its meeting on 2 June 2009 standards committee considered a draft standards complaint leaflet and resolved that minor changes be made to the draft leaflet. Earlier this year the council's Performance and Communications Service reviewed the leaflet which provides information about how to make complaints about the council. In order to ensure consistency between the standards complaints leaflet and the non-standards complaints leaflet the Corporate Customer Complaints officers were consulted about the wording of the standards complaints leaflet and made various suggestions.

The revised suggested wording for the standards complaints leaflet forms the Annex to this report.

3. Implications for the Council

It is important for members of the public and others to have clear and helpful information available about how to make complaints about member conduct. It is also important for there to be consistency between the way in which

information about standards complaints procedures and non-standards complaints procedures is communicated.

4. Consultees and their opinions

N/A

5. Officer recommendations and reasons

Standards committee's views on the revised draft leaflet are sought.

6. Cabinet portfolio holder recommendation

N/A

7. Next steps

N/A

8. Contact officer and relevant papers

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Background Papers:

The Complaints, Comments and Compliments section of the council website at:

<http://www.kirklees.gov.uk/you-kmc/complaints/complaints.shtml>

The Standards for England leaflet "Making a Complaint", available on their website at:

www.standardsforengland.gov.uk