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## ISLE OF ANGLESEY COUNTY COUNCIL

<b>COMMITTEE:</b>	<b>STANDARDS COMMITTEE</b>
<b>DATE:</b>	<b>11 JUNE 2014</b>
<b>TITLE OF REPORT:</b>	<b>CORPORATE COMPLAINTS PROCEDURE- (EXCLUDING SOCIAL SERVICES AND SCHOOLS) - COMPLIANCE</b>
<b>PURPOSE OF REPORT:</b>	<b>FOR INFORMATION</b>
<b>REPORT BY:</b>	<b>AUDIT MANAGER</b>
<b>ACTION:</b>	<b>REPORT FOR INFORMATION</b>

### Introduction

An audit of the Corporate Complaints Procedure was undertaken as part of the approved internal audit periodic plan for 2014/15 following a request from the Standards Committee. The review involved limited testing of key controls within the procedure with the view to providing an opinion on overall compliance and effectiveness.

Between April 2013 and March 2014 there were 62 complaints which had been processed through to completion.

### Findings

The review found that there were adequate procedures in place to ensure compliance with the Policy both within Services and Corporately. The two control weaknesses identified related to the training of staff in relation to the Concerns and Complaints Policy and the production of an annual report to provide an analysis of complaint patterns and lessons to be learnt from the previous year. Both of these weaknesses relate to non compliance with stated controls within the Policy.

We found that of the 62 formal complaints received and processed during April 2013 to March 2014 only two complaints had been referred to the Ombudsman. This equates to 3.3% of all complaints processed which is considered to be low in terms of overall referrals. Of the complaints referred to the Public Service Ombudsman for Wales neither was subsequently upheld as representing maladministration by the Council.

The figures provide assurance that the Concerns and Complaints Policy is being consistently applied within Services and corporately and is effective.

### Recommendations

Two medium category recommendations have been made in relation to the compliance issues identified in relation to training of staff and annual reporting including trends and lessons learnt.

**JOHN FIDOE**  
**AUDIT MANAGER**

**03 June 2014**