



AGENDA ITEM: 16

NORTH WALES FIRE AND RESCUE AUTHORITY

15th March 2010

REVIEW OF THE COMPLAINTS POLICY OF THE AUTHORITY

Report by Colin Everett, Clerk to the Authority

Purpose of Report

- 1 To recommend a review of the complaints policy of the Authority.

Background

- 2 The Public Services Ombudsman is pre-consulting on a new model complaints policy for recommendation for adoption by local authorities and public bodies. The model will be published for formal consultation shortly.

Information

3. The Authority has not reviewed its complaints policy for some time. The Authority is recommended to review and update its policy in line with the model policy of the Ombudsman when it becomes available.
4. The Standards Committee has requested that it lead on a review of the complaints policy (please refer to the Annual Report of the Standards Committee elsewhere on the agenda).

Recommendation

- 5 The Authority is recommended to commission a review of the complaints policy and charge the Standards Committee with responsibility for undertaking and reporting back on the review.