

PUBLIC

**MINUTES** of a meeting of the **COUNTY COUNCIL'S STANDARDS COMMITTEE** held on 14 January 2016 at County Hall, Matlock

**PRESENT**

Councillor C M Cox (in the Chair)

Councillors K Buttery, P A Gilby, T Kemp, C R Moesby and I Ratcliffe

Also in attendance – Messrs K Jackson-Horner, L Newby MBE and P Smith (Independent Persons)

Apologies for absence were received on behalf of Councillors C A Hart and D J Wilcox

**1/16** **MINUTES RESOLVED** that the minutes of the meeting of the Standards Committee held on 7 October 2015 be confirmed as a correct record and signed by the Chair.

**2/16** **ECONOMY, TRANSPORT AND ENVIRONMENT - COMPLAINTS AND COMPLIMENTS** The terms of reference of the Standards Committee provided that the Committee had an overview of the Council's complaints procedures. In order to inform Members of the procedure for dealing with complaints in the Economy, Transport and Environment Department, Angela Glithero (Assistant Director – Resources and Improvement Division) and David Massey (Performance and Engagement Manager) attended the meeting to provide an overview of the complaints received by the Department during the last twelve months. A breakdown of the compliments and complaints received by the Department was attached at Appendix 1 to the report.

**RESOLVED** to note the information provided on the compliments and complaints received by the Economy, Transport and Environmental Department in the last twelve months, together with comparisons for previous years.