

PUBLIC

MINUTES of a meeting of the **STANDARDS COMMITTEE** held on 4 May 2016 at County Hall, Matlock

PRESENT

Councillor C M Cox (in the Chair)

Councillors K Buttery, P A Gilby, C A Hart, T Kemp, I Ratcliffe, D J Wilcox and E Wilcox (substitute Member)

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

Apologies for absence were received on behalf of Councillor C R Moesby

3/16 **MINUTES RESOLVED** that the minutes of the meeting of the Standards Committee held on 14 January 2016 be confirmed as a correct record and signed by the Chair.

4/16 **COMPLAINTS AND COMPLIMENTS OVERVIEW 2014-15** The terms of reference of the Standards Committee included ‘the overview of complaints handling and Local Government Ombudsman investigations’. Accordingly, the Committee was invited to receive the Chief Executive’s report on the complaints dealt with under the Council’s Complaints Procedures, the Local Government Ombudsman’s Annual Review Letter for the year ended 31 March 2015 and compliments received by the Council during the financial year 2014-15.

Esther Croll from the Policy Unit attended the meeting and summarised the report and highlighted the key issues. Members requested a breakdown of how and by what means, complaints were received by each department.

RESOLVED to note the information relating to the complaints procedure, the monitoring of complaints and compliments and changes to services as a result of complaints received.