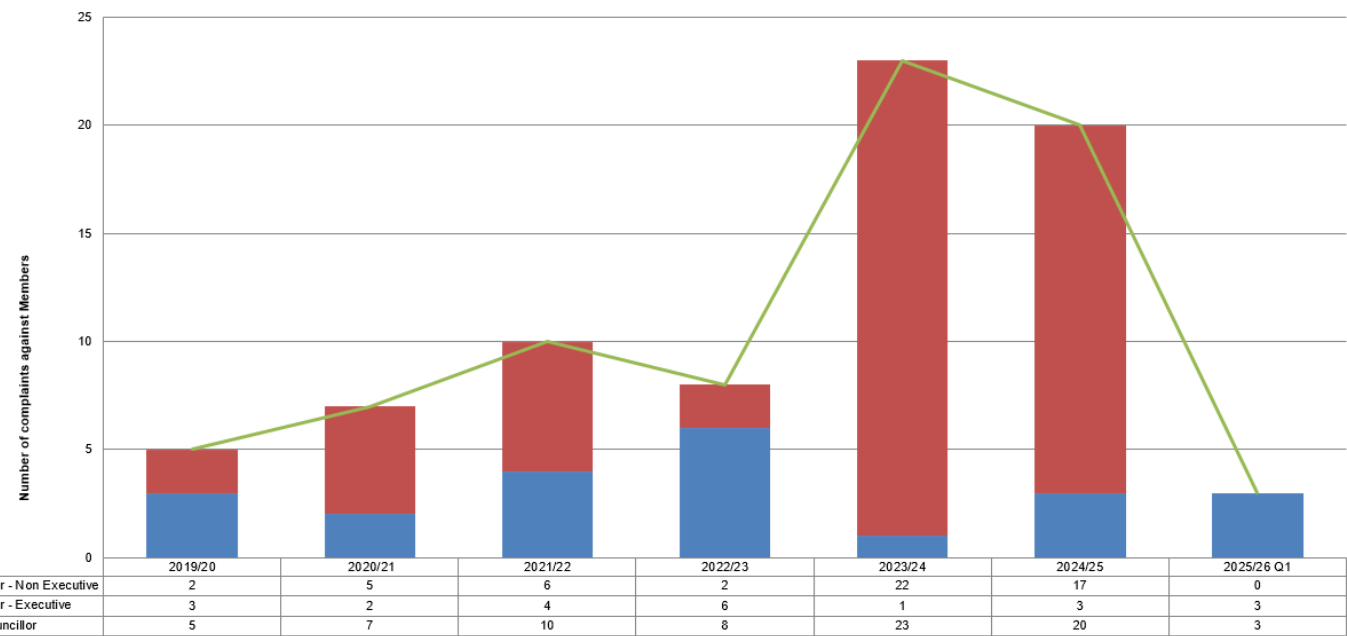
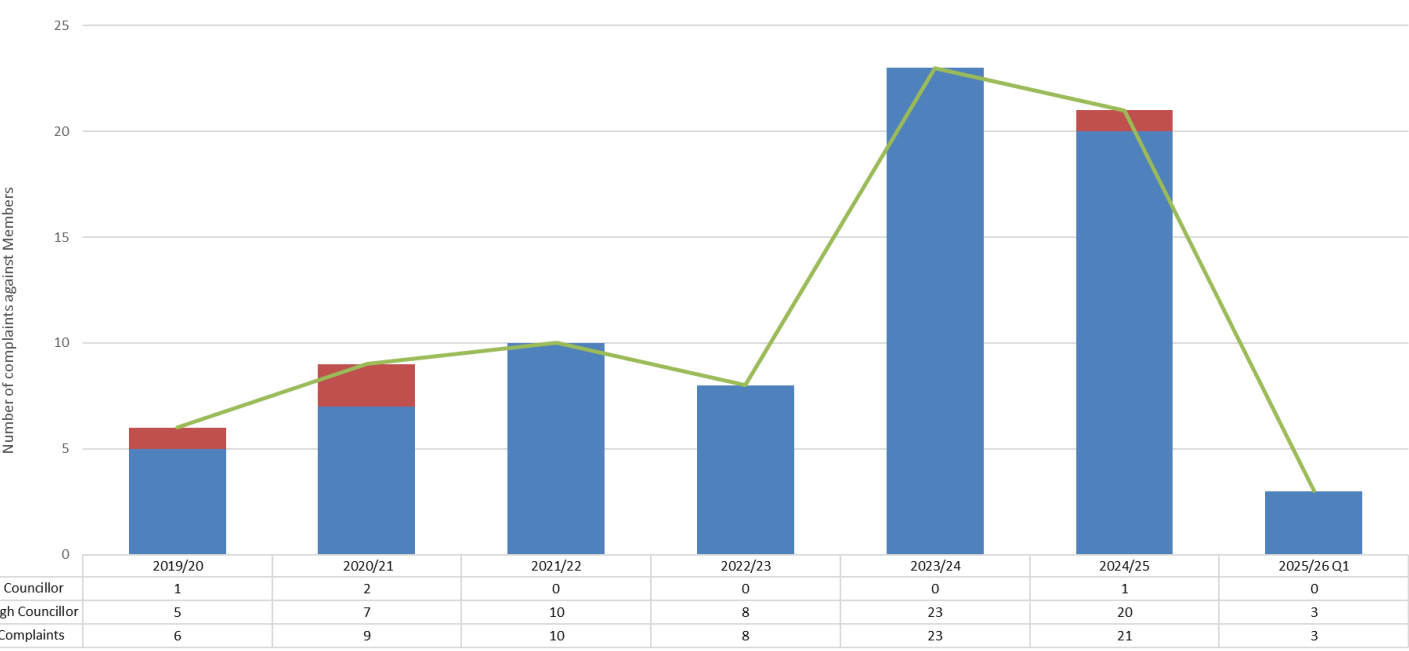


Member Complaints

Number of complaints against Members - Borough Council



Volume of Complaints against Members - Borough & Parish Councillors

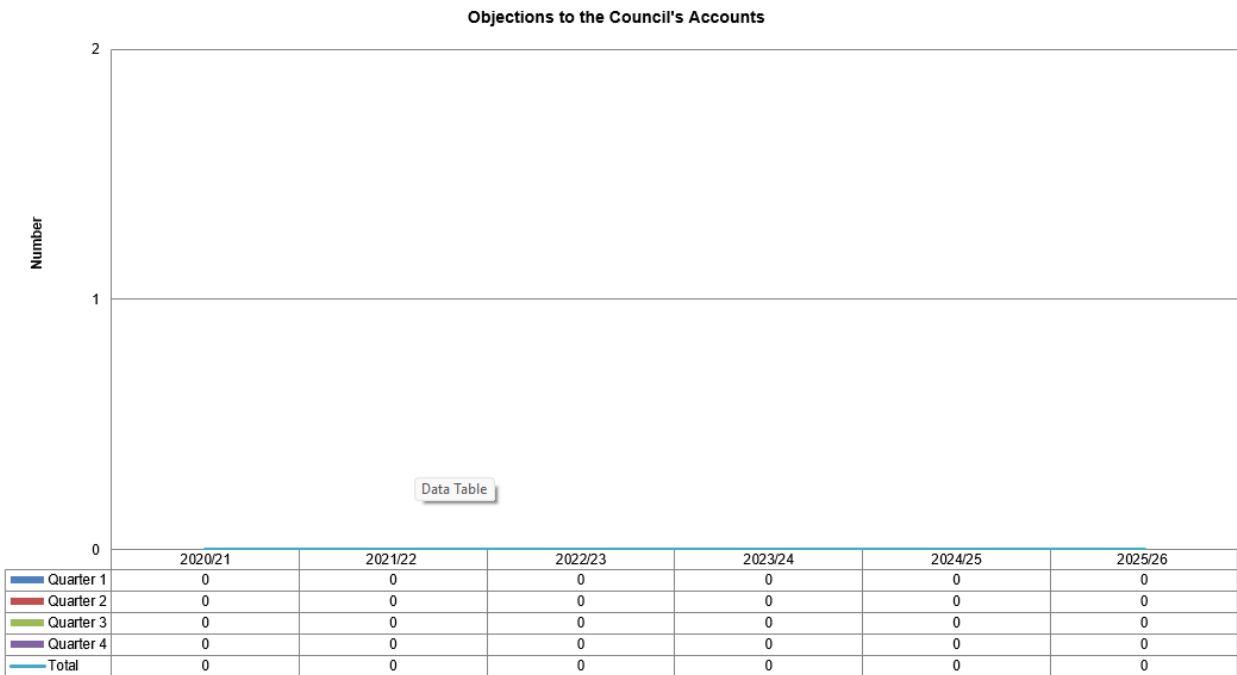
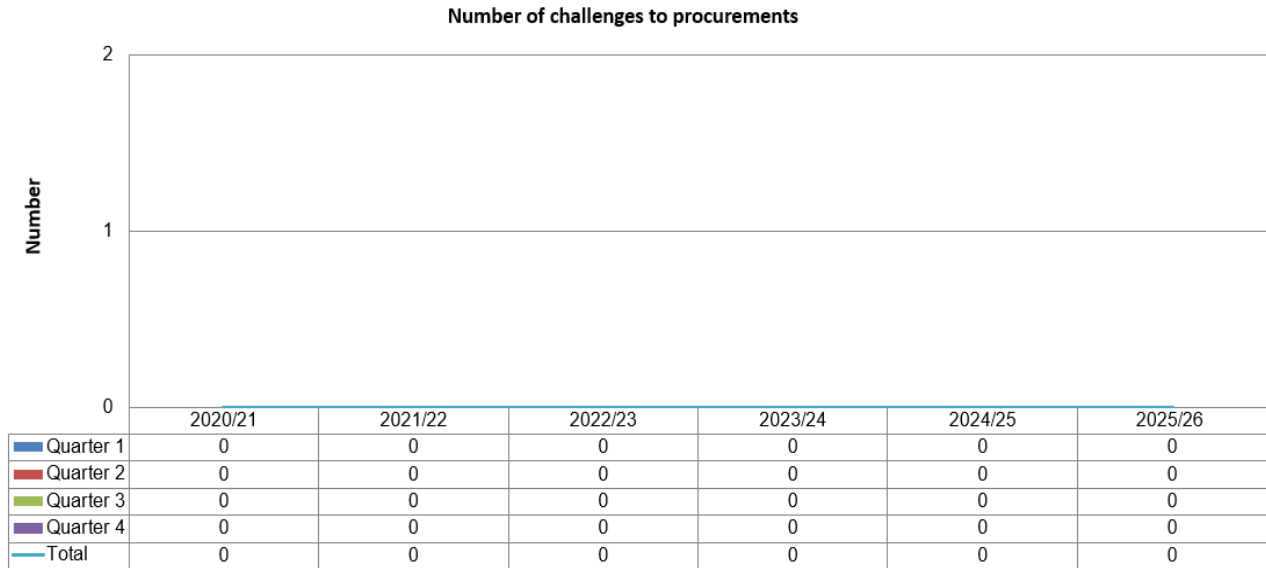
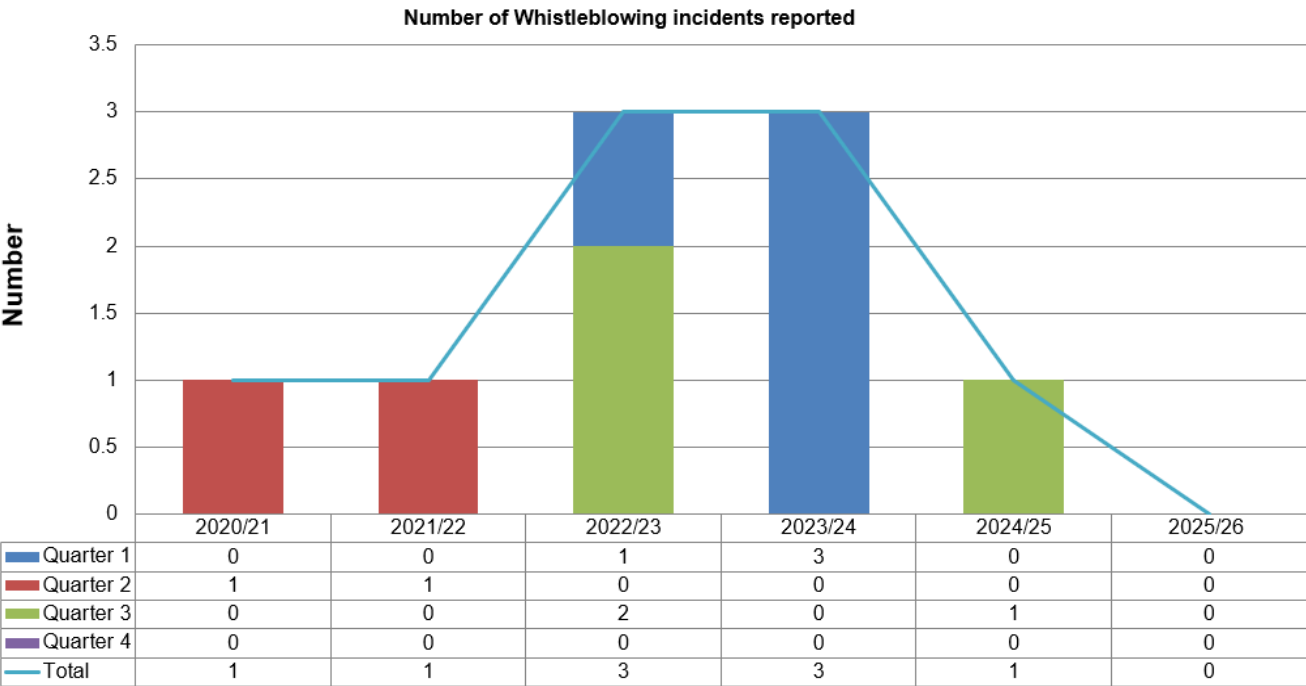


Comments

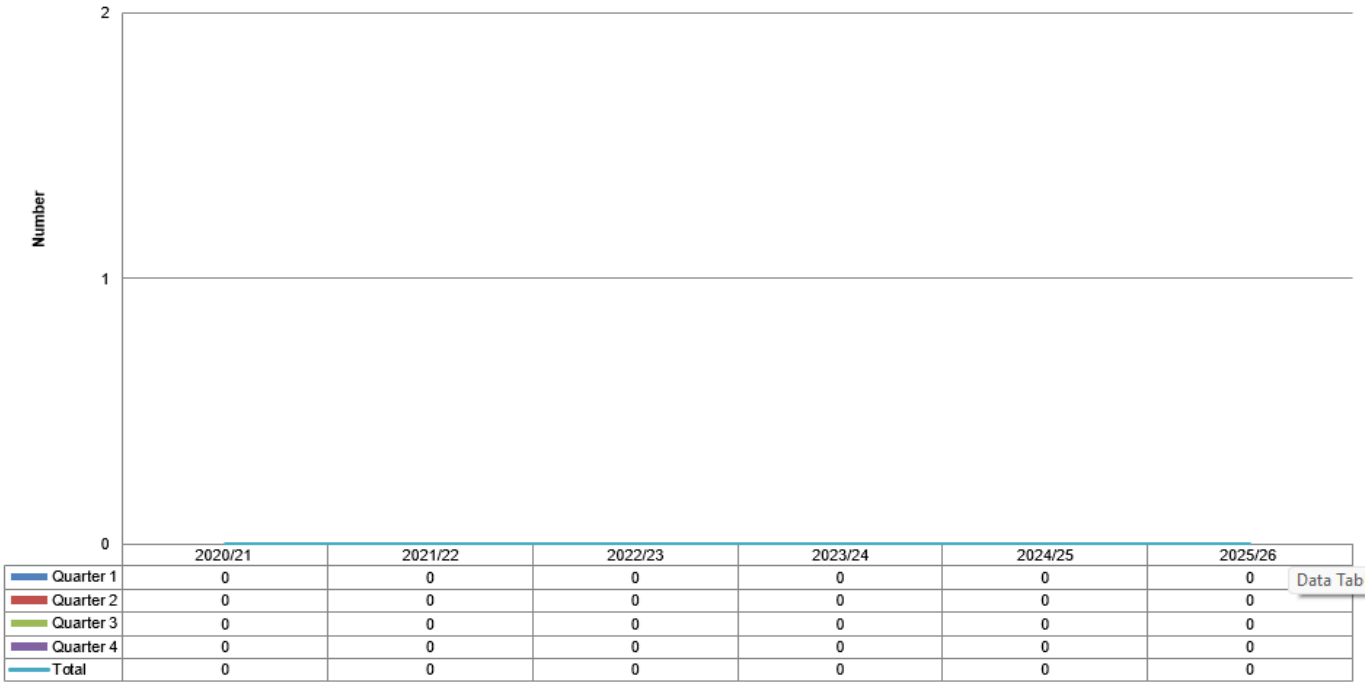
There has been a slight decrease in the number of complaints received during 2024/25 compared to those received in 2023/24.

In quarter 1 of 2025/26 less complaints were received than in quarter 1 of 2024/25.

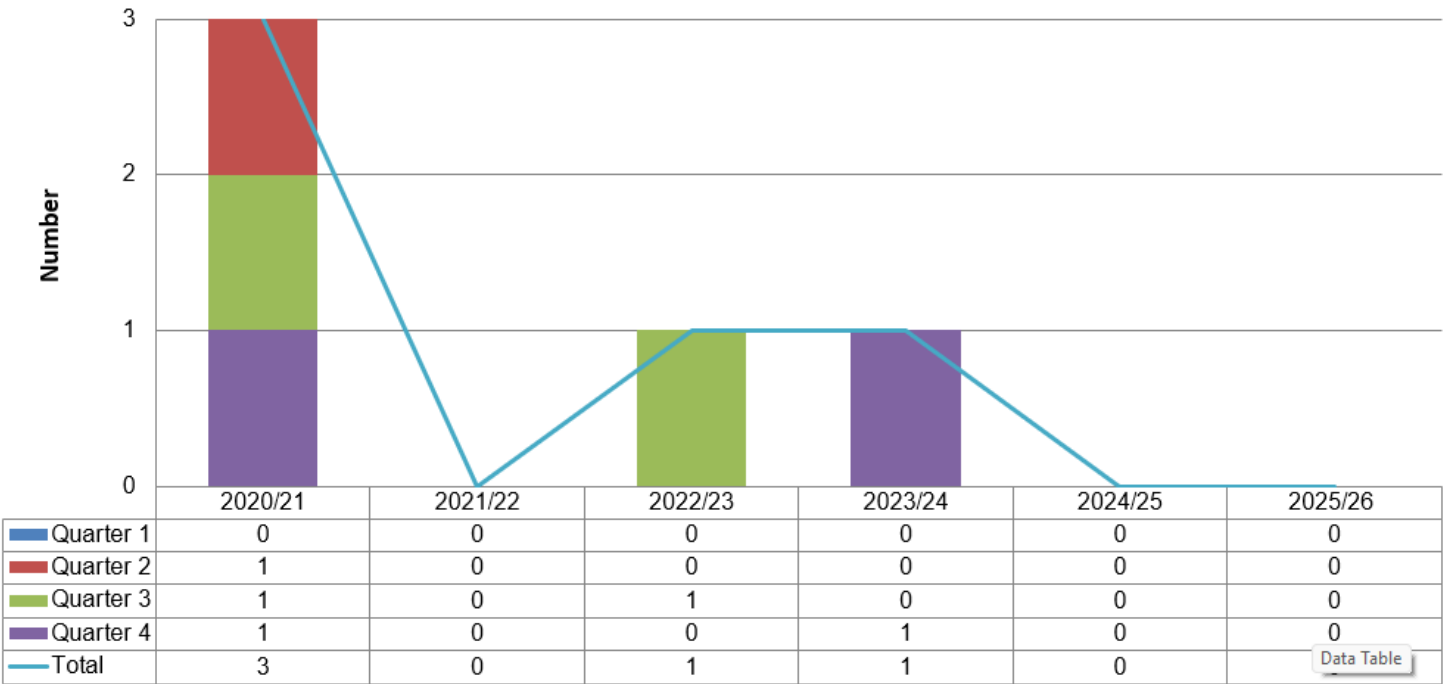
A more detailed breakdown of Member complaints received and outcomes can be found at Appendix 2.

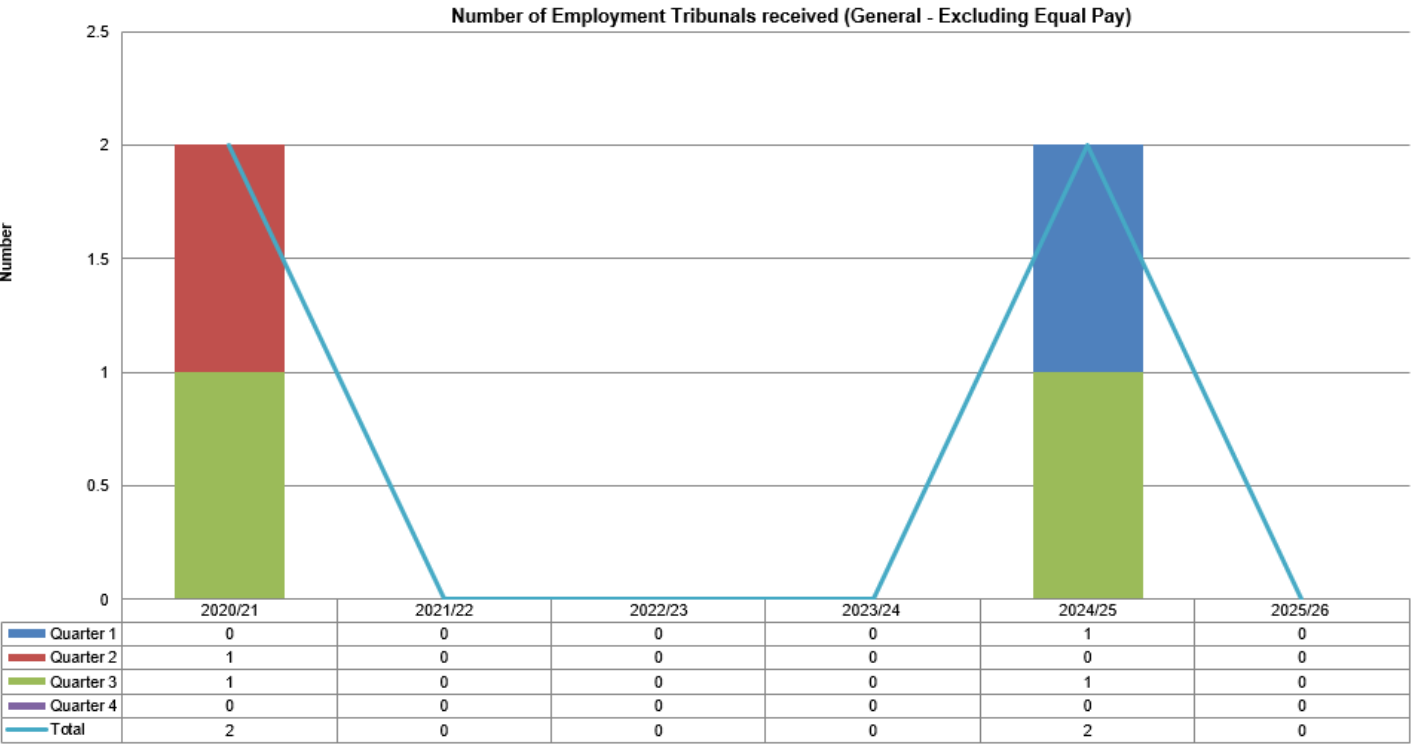
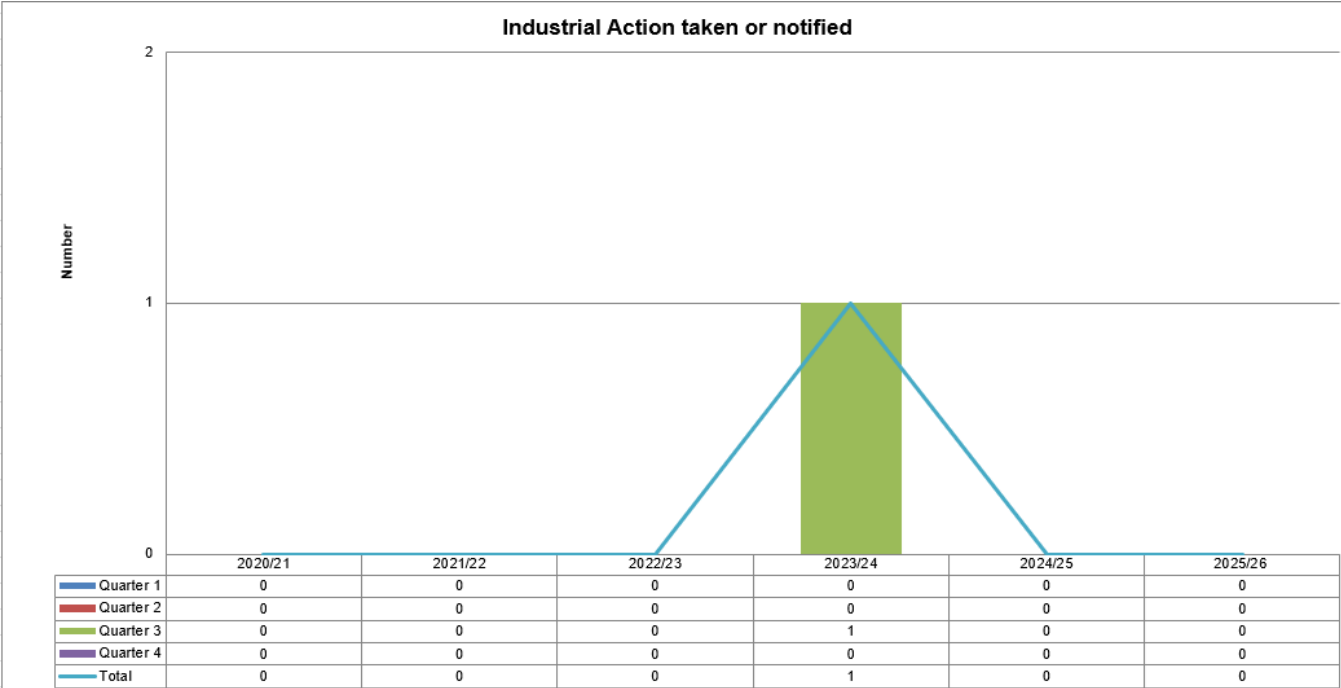


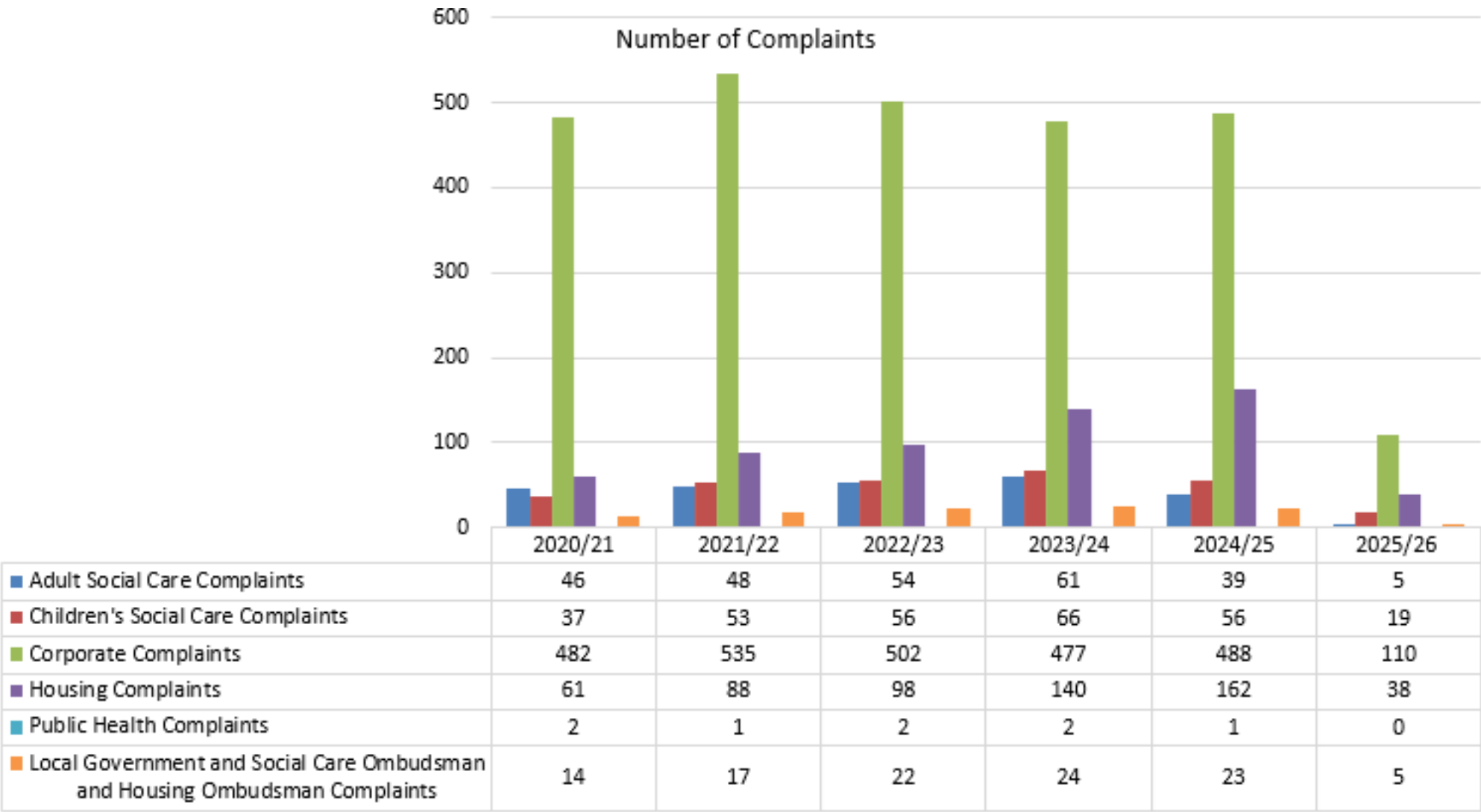
Disciplinary action relating to breaches of the Member / Officer Protocol



Disciplinary action relating to Fraud







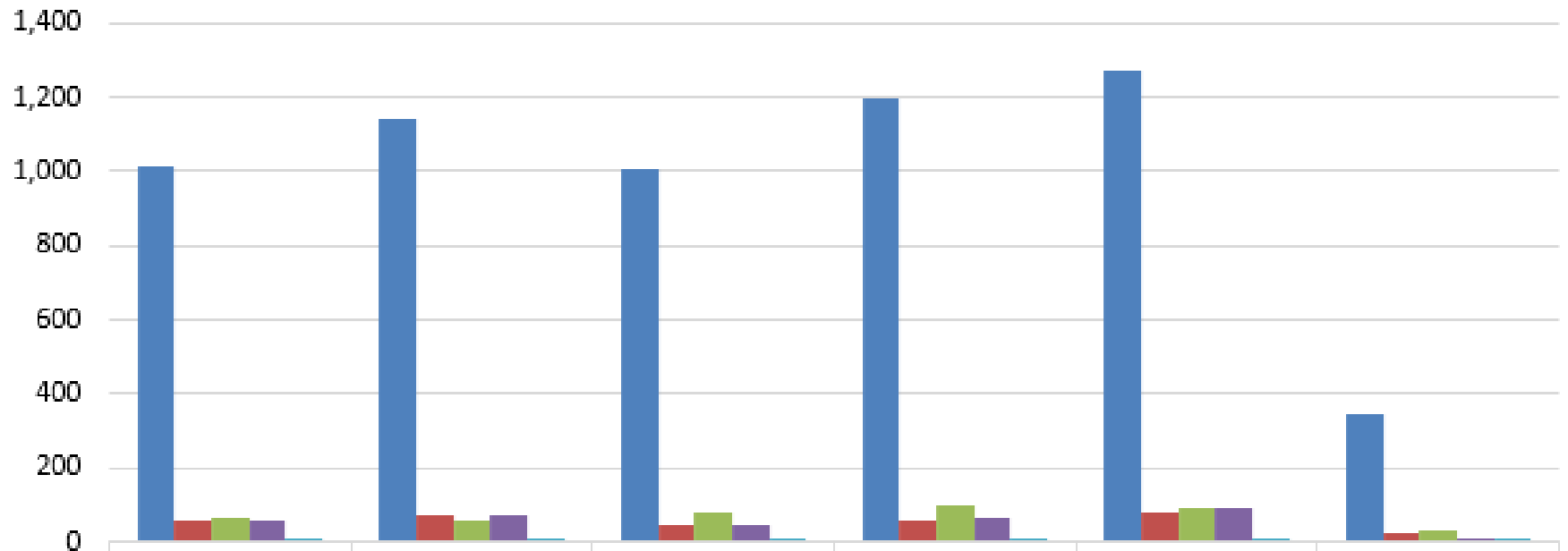
Comments

2023/24 - while there was an increase in the number of adult social care complaints received, 61 compared to 54 in 2022/23, complaint numbers remained slightly lower than pre-pandemic levels. There was an increase in the number of stage 1 children's social care complaints received, 66 compared to 56 in 2022/23, meaning that for the first time Stage 1 complaints were higher than pre-pandemic levels. There was a decrease in the number of corporate complaints received, 477 compared to 502 in 2022/23, meaning complaint numbers remained significantly lower than pre-pandemic levels. While that was the case there was a significant increase in the number of corporate complaints received at Stage 2. There was an increase in the number of Stage 1 housing complaints received, 140 compared to 98 in 2022/23, which remained significantly higher than pre-pandemic levels, as well as an increase in the number of Stage 2 complaints received. Public health complaints remain low, a total of 2 complaints were received, the same number as in 2022/23.

2024/25 – The Council saw a significant decrease in the number of adult social care complaints received, 39 compared to 61 in 2023/24. There was also a significant decrease in the number of children's social care complaints received, 56 compared to 66 in 2023/24. There was an increase in the number of corporate complaints received, 488 compared to 477 in 2023/24 and a significant increase in the number of housing complaints received, 162 compared to 140 in 2023/24.

2025/26 – In quarter 1 the Council saw a further decrease in the number of adult social care complaints received. We are projecting a total of 20 complaints for 2025/26, a significant decrease from 39 in 2024/25. We are projecting a total of 76 children's social care complaints, which would be a significant increase from 56 in 2024/25. We are projecting 440 corporate complaints for 2025/26, a significant decrease from 488 in 2024/25. We are also projecting decrease in the number of housing complaints, with an estimated 152 complaints, down from 162 in 2024/25. We anticipate receiving around 20 Local Government and Social Care Ombudsman and Housing Ombudsman Complaints in 2025/26, a slight decrease from 23 in 2024/25.

Number of Information Requests/Information Security Incidents



	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26
Freedom of Information (FOI)	1,011	1,139	1,006	1,199	1,268	342
Environmental Information (EIR)	56	69	44	57	80	22
Subject Access Requests (SAR)	63	55	81	98	94	28
Information Security Incidents	57	68	43	65	90	10
ICO Complaints	2	5	13	13	8	2

Comments

2023/24 – The Council saw an increase in the number of FOI requests received, 1,199 an increase from 1,006 in 2022/23. This will ensure an increased level of transparency and accountability. The Council also saw an increase in the number of EIR requests, 57 compared to 44 in 2022/23. The Council saw an increase in the number of SARs, 98 compared to 81 in 2022/23. The Council also saw an increase in the number of information security incidents reported, 65 compared to 43 in 2022/23. The Council received the same number of ICO complaints as in 2022/23.

2024/25 – The Council saw an increase in the number of FOI requests received, 1,268 compared to 1,199 in 2023/24. The Council also saw an increase in the number of EIR requests received, 80 from 57 in 2023/24. The Council saw a slight decrease in SARs, 94 compared to 98 in 2023/24. The Council saw a significant increase in information security incidents reported, 90 compared to 65 in 2023/24. The Council saw a reduction in the number of ICO complaints received, 8 compared to 13 in 2023/24.

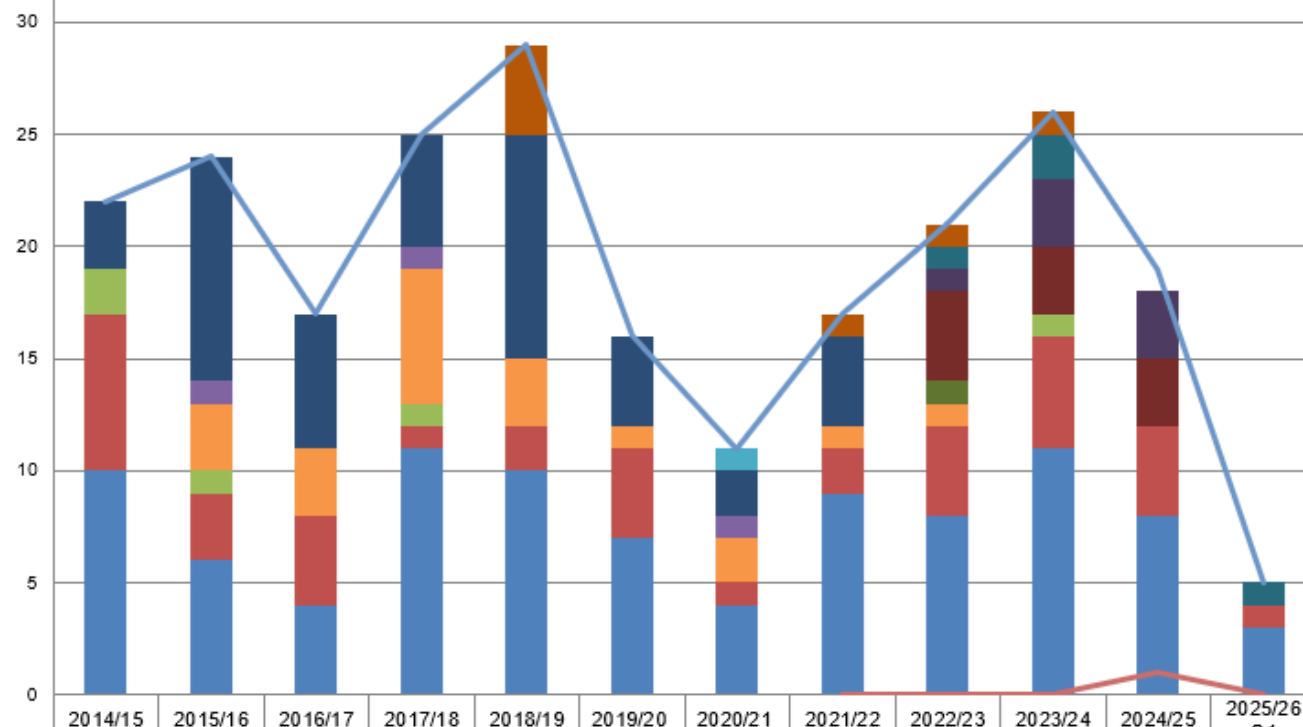
2025/26 – In quarter 1 the Council received 342 FOI requests and is projecting a total of 1,368 for 2025/26, an increase from 1,268 in 2024/25. The Council is projecting a total of 88 EIR requests an increase from 80 in 2024/25. The Council is also projecting a significant increase in SARs 112, from 94 in 2024/25. The Council is projecting a total of 8 ICO complaints, the same number as in 2024/25.

* *The Local Government and Social Care Ombudsman (LGSCO) has updated the decision outcomes they use in 2022. As a result, it is not possible to make a direct comparison with previous years. However, the new decisions in bold/italics in the table below are broadly comparable to those previous decisions in italics above.*

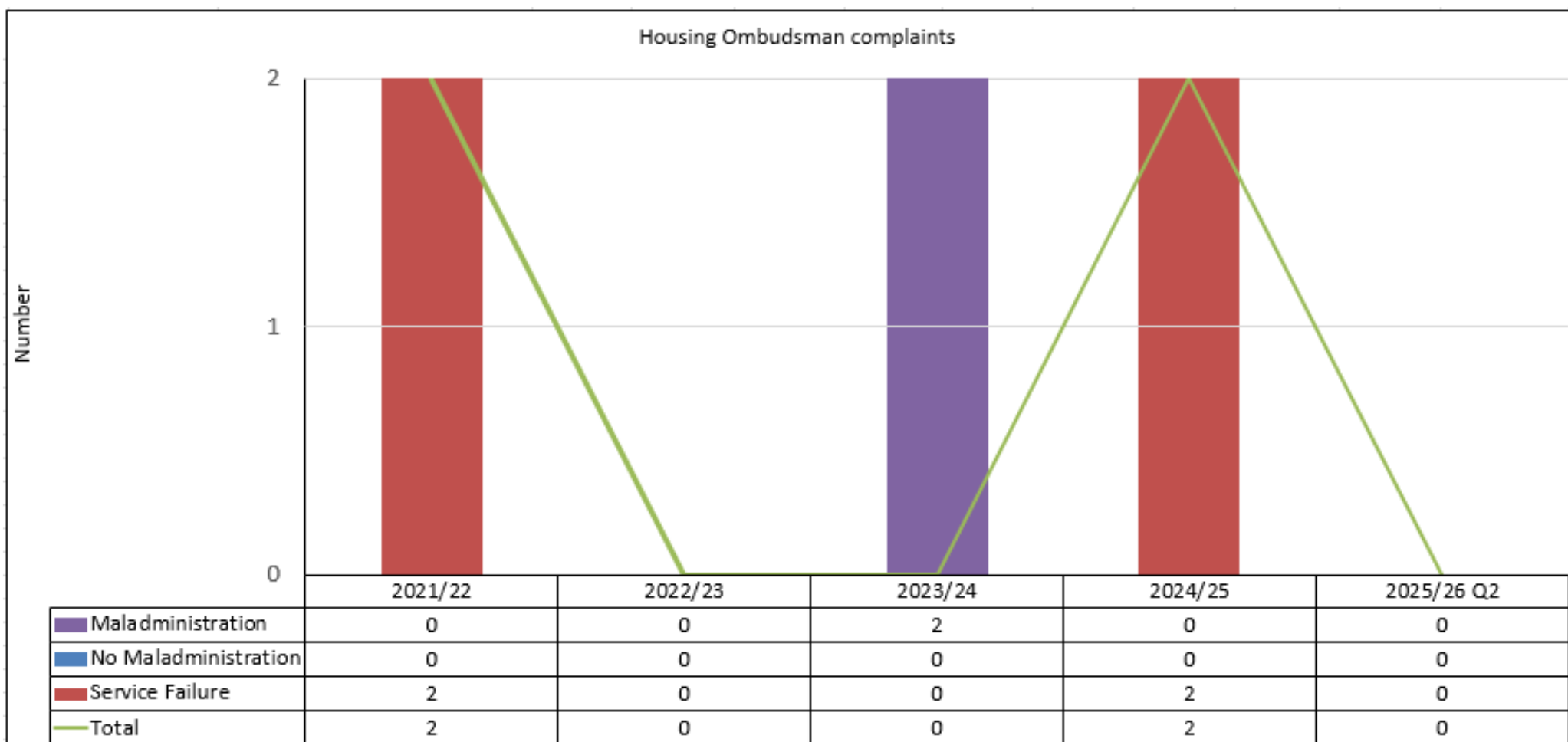
	2021/22	2022/23	2023/24	2024/25	Quarter 1 2025/26
Closed after initial enquiries: no further action	9	8	11	8	3
Closed after initial enquiries: out of jurisdiction	1	4	5	4	1
Not upheld: no further action	0	0	1	0	0
<i>Not upheld: No maladministration</i>	<i>1</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>
Not upheld: No fault	N/A	1	0	0	0
<i>Upheld: Maladministration and Injustice</i>	<i>4</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>
Upheld: Fault and Injustice	N/A	4	3	3	0
Upheld: Maladministration, No Injustice	0	0	0	0	0
Upheld: not investigated - injustice remedied during Body in Jurisdiction's complaint process	0	0	0	0	0
<i>Upheld: no further action, organisation already remedied</i>	<i>0</i>	<i>1</i>	<i>3</i>	<i>3</i>	<i>0</i>
Upheld: fault and injustice – no further action, organisation already remedied	N/A	1	2	0	1
Premature	1	1	1	0	0
Invalid decision	0	0	0	1	0
Total	17	21	26	19	5

Ombudsman Outcome Category

Number



Premature	0	0	0	0	4	0	0	1	1	1	0	0
Upheld: fault and injustice - no further action, organisation already remedied									1	2	0	1
Upheld: no further action, organisation already remedied									1	3	3	0
Upheld: not investigated - injustice remedied during Body in Jurisdiction's complaint process	0	0	0	0	0	0	1	0	0	0	0	0
Upheld: Fault and injustice									4	3	3	0
Upheld: Maladministration and Injustice	3	10	6	5	10	4	2	4	0	0	0	0
Upheld: Maladministration No Injustice	0	1	0	1	0	0	1	0	0	0	0	0
Not upheld: No fault									1	0	0	0
Not upheld: No maladministration	0	3	3	6	3	1	2	1	1	0	0	0
Not upheld: no further action	2	1	0	1	0	0	0	0	0	1	0	0
Closed after initial enquiries: out of jurisdiction	7	3	4	1	2	4	1	2	4	5	4	1
Closed after initial enquiries: no further action	10	6	4	11	10	7	4	9	8	11	8	3
Invalid decision								0	0	0	1	0
Total	22	24	17	25	29	16	11	17	21	26	19	5



APPENDIX 2

Complainant	Member complained about	Nature of complaint	Assessment	Investigation	Hearing
2024/25 Quarter 1					
Member of Public	Borough Councillor	Failure to treat with respect;	Code of Conduct did not apply (no case to answer).	n/a	n/a
Member of Public	Borough Councillor	Discrimination	Apparent misunderstanding rather than discrimination. Investigation not warranted. Clarification given to Councillor. Code of Conduct did not apply (no case to answer)	n/a	n/a
Member of Public	Borough Councillor	Failure to treat with respect.	Code of Conduct did not apply (no case to answer).	n/a	n/a
Member of Public	Borough Councillor	Failure to treat with respect; disrepute	Code of Conduct investigation instigated	Yes	TBC
Borough Councillor	Parish Councillor	Failure to treat with respect;	Code of Conduct investigation instigated	Yes	TBC
Member of Public	Borough Councillor	Failure to treat with respect; disrepute; discrimination; misuse of position.	No potential breach of Code of Conduct (no case to answer)	n/a	n/a
Quarter 2					
Member of Public	Borough Councillor	Failure to treat with respect; bullying	Code of Conduct did not apply (no case to answer). Not acting in	n/a	n/a

		harassment and discrimination; disrepute	official capacity as Councillor		
Unison	Borough Councillor	Failure to treat with respect; disrepute; discrimination	Potential breach – Other action. Meet with Monitoring Officer to discuss/provide information	n/a	n/a
Unison	Borough Councillor	Failure to treat with respect; disrepute; discrimination	Code of Conduct did not apply (no case to answer)	n/a	n/a
Borough Councillor	Borough Councillor	Failure to treat with respect; disrepute; discrimination	Potential breach – Other action. Meet with Monitoring Officer to discuss/provide information	n/a	n/a
Borough Councillor	Borough Councillor	Failure to treat with respect; disrepute; discrimination	Code of Conduct did not apply (no case to answer)	n/a	n/a
Member of Public	Borough Councillor	Failure to treat with respect; disrepute	Code of Conduct did not apply (no case to answer)	n/a	n/a
Quarter 3					
Member of Public	Borough Councillor	Disrepute; seek an advantage or disadvantage	Code of Conduct did not apply (no case to answer)	n/a	n/a
Member of Public	Borough Councillor	Failure to treat with respect	Code of Conduct did not apply (no case to answer)	n/a	n/a
Member of Public	Borough Councillor	Disrepute; Use of position; Use of local authority resources and facilities	Code of Conduct did not apply (no case to answer)	n/a	n/a
Member of Public	Borough Councillor	Failure to act with integrity and honesty; act lawfully; lead by example and act in a way that secures public confidence	Code of Conduct did not apply (no case to answer) – councillor had taken advice from Monitoring Officer prior to complaint on issue raised	n/a	n/a

Quarter 4					
Member of Public	Borough Councillor	Failure to treat with respect; Failure to lead by example; Failure to uphold high standards of conduct	Code of Conduct did not apply (no case to answer)	n/a	n/a
Member of Public	Borough Councillor	Failure to lead by example and act in a way that secures public confidence; ensure that public resources are used prudently in accordance with the local authority's requirements and in the public interest	No potential breach of the Code of Conduct is disclosed and accordingly no action can be taken.	n/a	n/a
Member of Public	Borough Councillor	Failure to treat with respect; lead by example and act in a way that secures public confidence in the role of Councillor	No potential breach of the Code of Conduct is disclosed and accordingly no action can be taken.	n/a	n/a
Member of Public	Borough Councillor	Failure to Act with Openness and Honesty; Obstruction of Information; Failure to Remain Impartial; Making deliberately misleading statements; Harassment and unsolicited contact; undue influence in decision making	Referred to independent person for investigation, no evidence to support claim or that it breached any policies.	n/a	n/a

Member of Public	Borough Councillor	Deliberate misrepresentation	Liaised with independent person (no case to answer)	n/a	n/a
2025/26 Quarter 1					
Member of Public	Borough Councillor	Failure to lead by example and act in a way that secures public confidence.	No potential breach of the Code of Conduct and accordingly no action can be taken.	n/a	n/a
Member of the Public	Borough Councillor	Failure to treat with respect and lead by example	Insufficient to make out a potential breach of the Code of Conduct	n/a	n/a
Member of the Public	Borough Councillor	Failure to treat with respect and lead by example	Complaint was subsequently withdrawn	n/a	n/a

Number of complaints per complainant

Complainant	Number of complaints 2024/25	Number of complaints 2025/26 Q1	TOTAL NUMBER OF COMPLAINTS MADE OVER LAST 15 MONTHS
Complainant 1	1	0	1
Complainant 2	9	2	11
Complainant 3	1	0	1
Complainant 4	1	0	1
Complainant 5	1	0	1
Complainant 6	2	0	2
Complainant 7	2	0	2
Complainant 8	1	0	1
Complainant 9	1	0	1
Complainant 10	1	0	1
Complainant 11	1	0	1
Complainant 12	0	1	1
Total	21	3	24