Jacqui Sinnott-Lacey BA(Hons) PGDipWL
Chief Operating Officer

52 Derby Street
Ormskirk
West Lancashire
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9 March 2020

STANDARDS COMMITTEE – 17 MARCH 2020

ADDITIONAL INFORMATION

7. COMPLAINTS STATISTICS 195 - 198
Revised Appendix to report

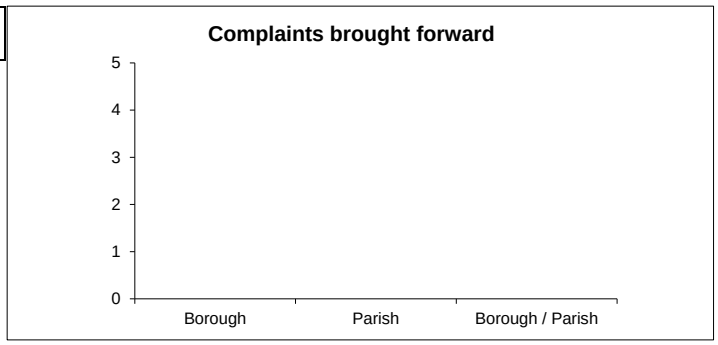
For further information, please contact:Kirsty Breakell
email kirsty.breakell@westlancs.gov.uk

STANDARDS COMPLAINTS 2019 / 2020

As at 09/03/2020

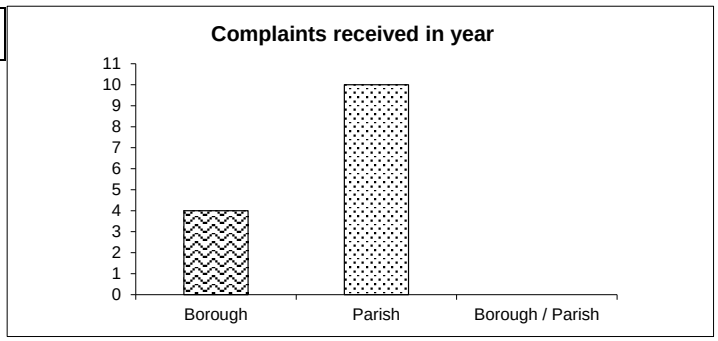
Complaints brought forward

Borough	0
Parish	0
Borough / Parish	0
Total	0



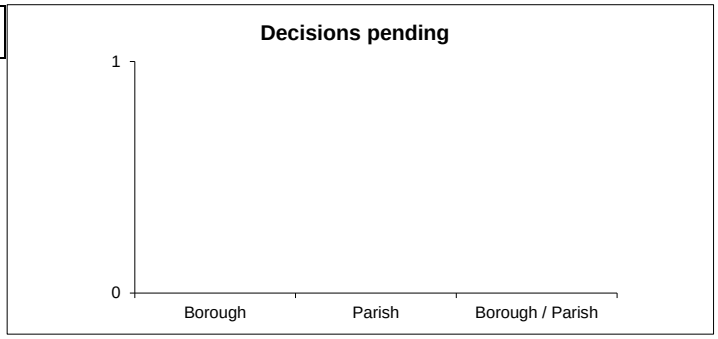
Complaints received in year

Borough	4
Parish	10
Borough / Parish	0
Total	14



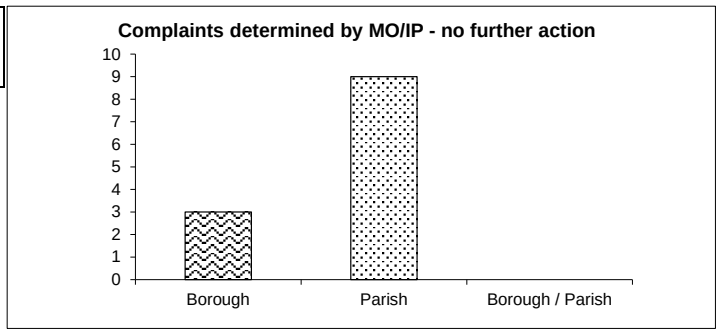
Decisions pending

Borough	0
Parish	0
Borough / Parish	0
Total	0

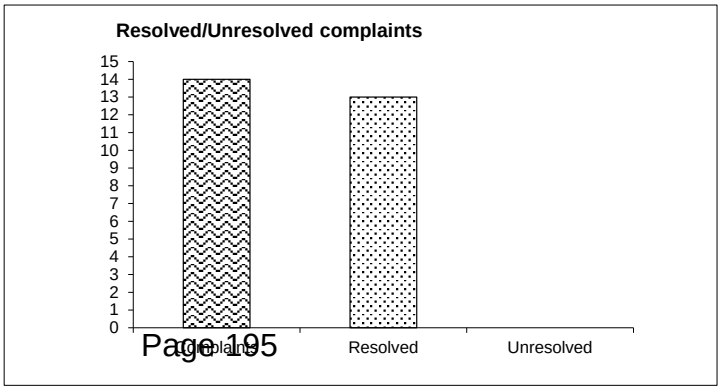


Monitoring officer in consultation with IP - complaint does not merit further action

Borough	3
Parish	9
Borough / Parish	0
Total	12



Complaints	14
Resolved	13
Unresolved	0
Withdrawn	1

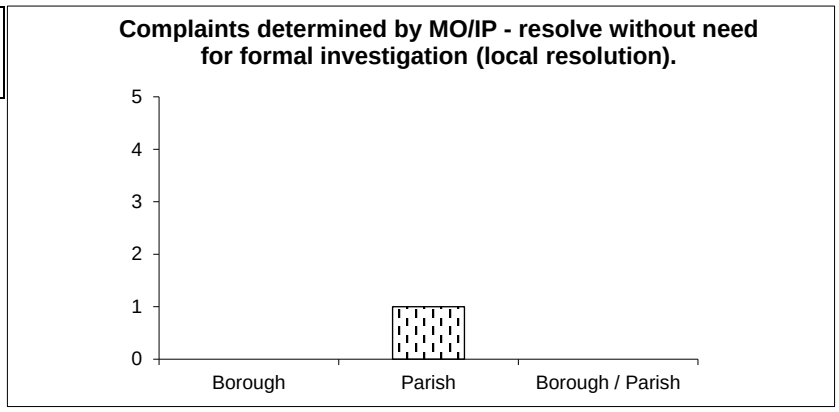


STANDARDS COMPLAINTS 2019 / 2020

As at 09/03/2020

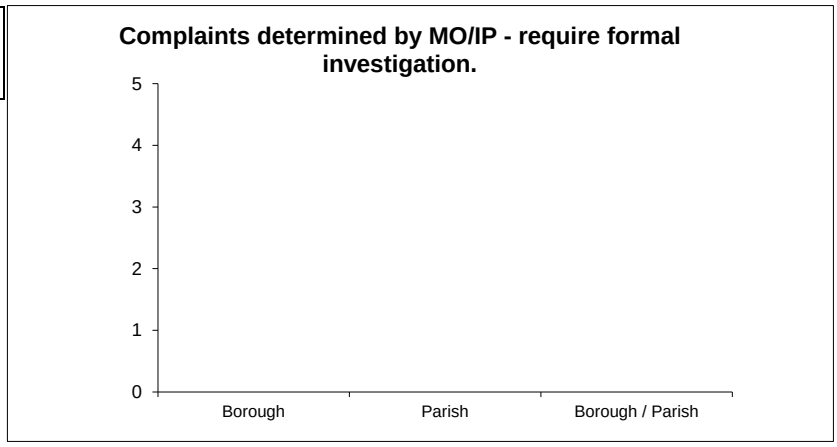
MO in consultation with IP - complaint can be resolved without need for formal investigation

Borough	0
Parish	1
Borough / Parish	0
Total	1



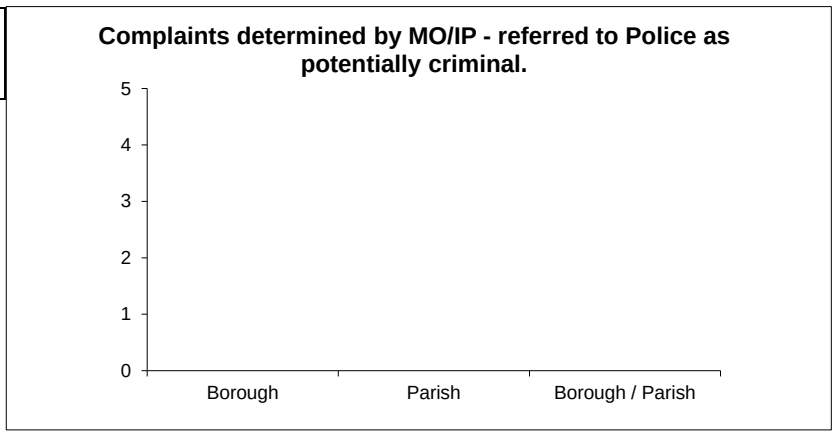
MO in consultation with IP - complaint requires formal investigation

Borough	0
Parish	0
Borough / Parish	0
Total	0



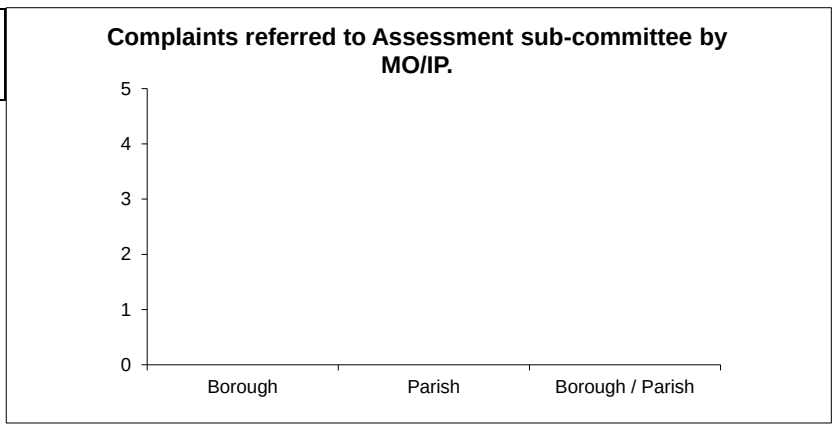
MO in consultation with IP - Complaint referred to the Police as potentially criminal.

Borough	0
Parish	0
Borough / Parish	0
Total	0



MO in consultation with IP - complaints referred to Assessment sub-committee for consideration

Borough	
Parish	0
Borough / Parish	0
Total	0

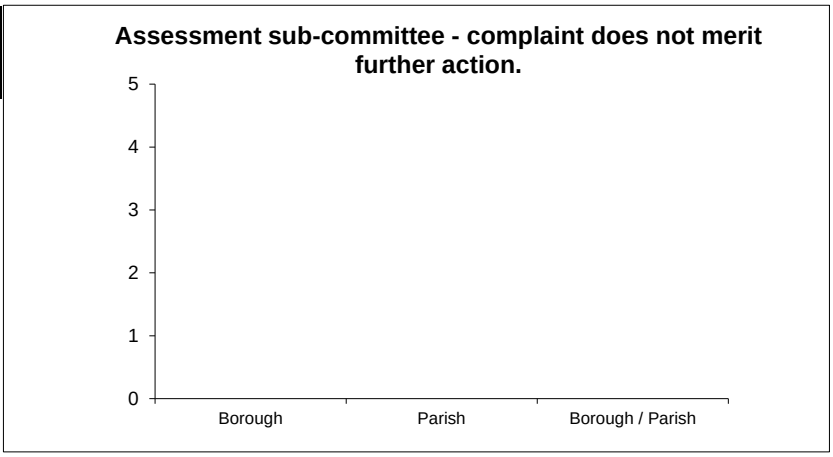


STANDARDS COMPLAINTS 2019/ 2020

As at 09/03/2020

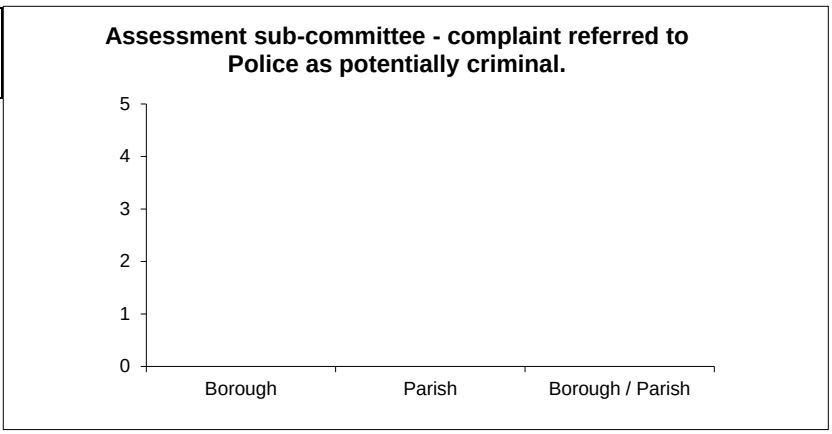
Assessment sub-committee - complaint does not merit further action

Borough	0
Parish	0
Borough / Parish	0
Total	0



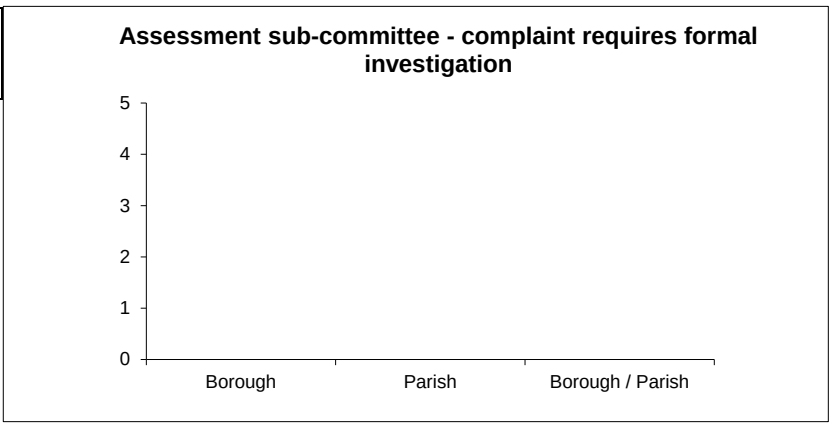
Assessment sub-committee - complaint referred to the Police as potentially criminal

Borough	0
Parish	0
Borough / Parish	0
Total	0



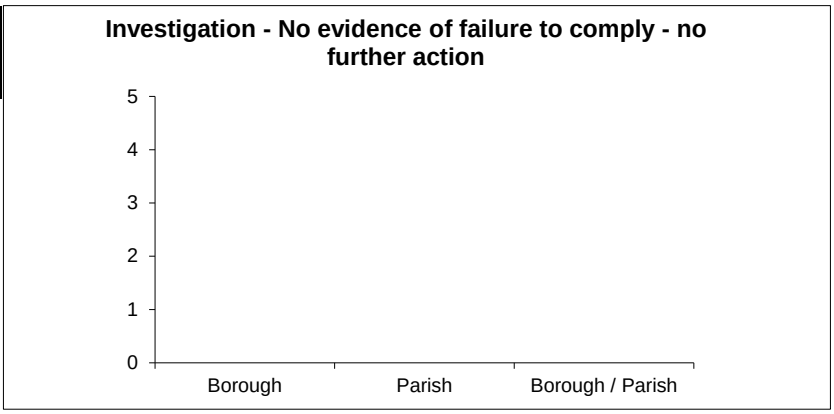
Assessment sub-committee - complaint requires formal investigation

Borough	0
Parish	0
Borough / Parish	0
Total	0



Investigation - No evidence of failure to comply - no further action

Borough	0
Parish	0
Borough / Parish	0
Total	0

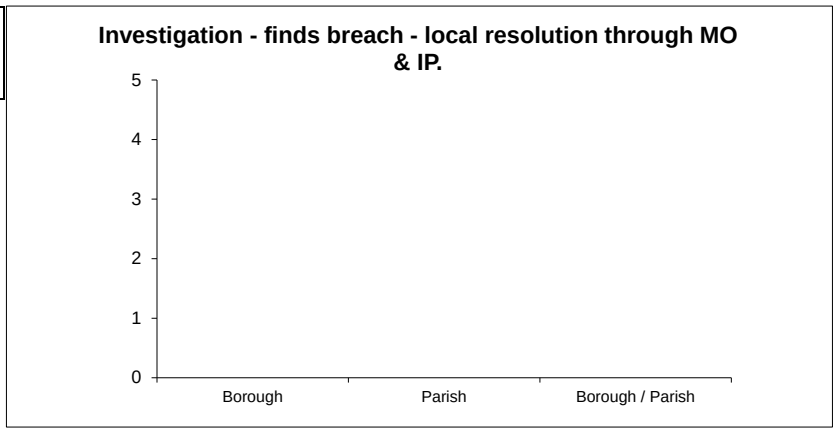


STANDARDS COMPLAINTS 2019 / 2020

As at 09/03/2020

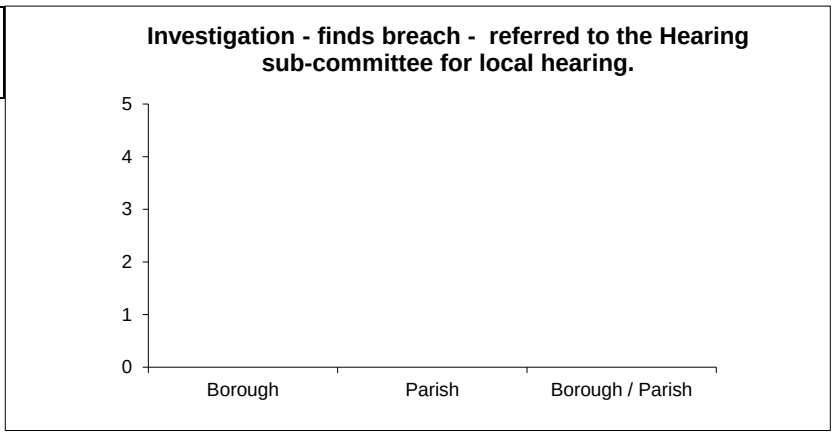
Investigation - finds breach - local resolution through MO & IP

Borough	0
Parish	0
Borough / Parish	0
Total	0



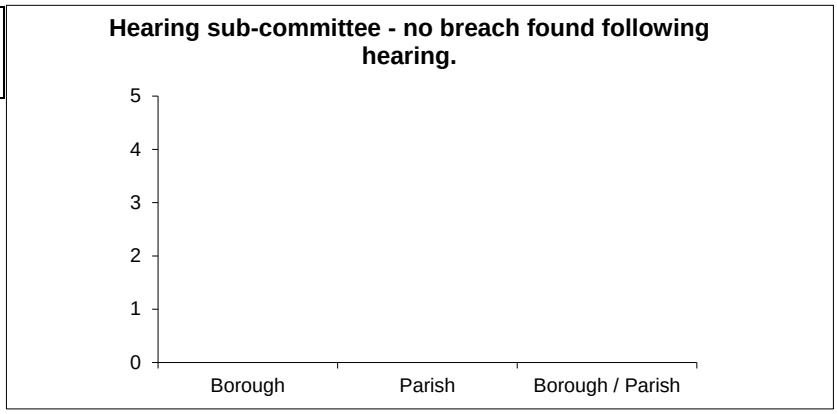
Investigation - finds breach - referred to the Hearing sub - committee for local hearing.

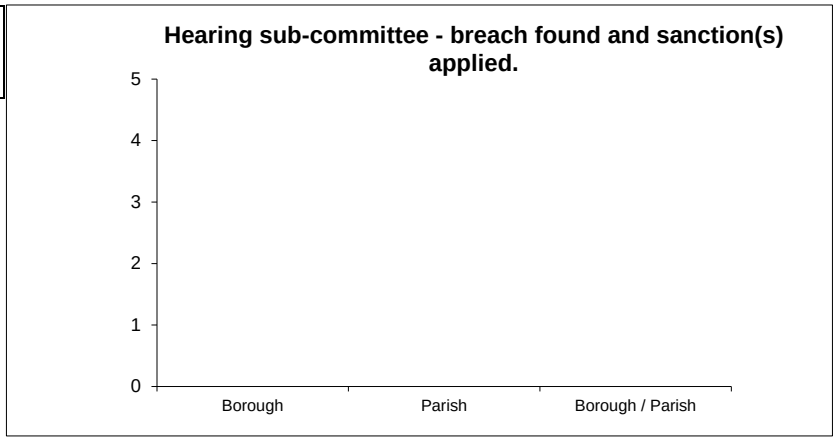
Borough	0
Parish	0
Borough / Parish	0
Total	0



Hearing sub-committee - no breach found following hearing

Borough	0
Parish	0
Borough / Parish	0
Total	0



Hearing sub-committee - breach found and sanction(s) applied.

Borough	0
Parish	0
Borough / Parish	0
Total	0