

Action from Audit & Scrutiny on 22 November 2023

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| Agenda Item No: | 7 |
| Report Title | Scottish Public Services Ombudsman Recommendations |
| Responsible Officer: | Roddy Burns |

| Information Sought: | Response: |
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| In response to a question from Councillor McLennan asking what the figures were in relation to comparator authorities, the Chief Executive advised he would follow this up with the Council's Complaints Officer. | <p>We use comparator figures for the Annual Complaints report as most councils (one council did not provide their stats) provide their benchmarking data on complaints to the LACHN meeting. This allows us to provide our annual comparator figures for the current and previous years and benchmark these against the national average.</p> <p>Councils don't provide such benchmarking information for received SPSO cases therefore we don't include previous year figures in the Audit and Scrutiny Report.</p> |

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