



RHONDDA CYNON TAF

RECORD OF DELEGATED OFFICER DECISION

SUBJECT: Complaint of Maladministration made to the Ombudsman – Renewal of Private Hire Vehicle Licence.

PURPOSE OF THE REPORT:

Containing exempt information as defined in paragraph 13 of Part 4 of Schedule 12A of the Local Government Act, 1972 (as amended), namely information which is likely to reveal the identity of an individual.

DELEGATED DECISION:

To agree the Recommendations of the Ombudsman in his S21 Report dated 3rd August 2011:

- An apology be made to the complainant.
- Introduce a new system whereby messages which have not been successfully responded to can be flagged up making it clear to staff that a further attempt needs to be made to contact the caller.

Chief Officer Signature

STEVE MERRITT

Print Name

16/8/11

Date

The decision is taken in accordance with Section 15 of the Local Government Act, 2000 (Executive Functions), Section 101 of the Local Government Act 1972 (Council Functions) and in the terms set out in Section 5 of Part 3 of the Council's Constitution

M. Weber.

CONSULTEE CABINET MEMBER SIGNATURE

16/8/2011

DATE



OFFICER CONSULTEE SIGNATURE

16/8/11.

DATE

Directorate:	
Contact Name:	
Designation:	
Tel.No.	