

**STANDARDS FOR ENGLAND – ASSESSMENT MADE CLEAR – LOCAL  
ASSESSMENT OF COMPLAINTS**

**Report of the Chief Solicitor**

**1.0 Purpose of Report**

- 1.1 To advise the Committee that arrangements have been made to view the Standards for England DVD entitled “Assessment Made Clear Local Assessment of Complaints”.

**2.0 Background**

- 2.1 The DVD is designed to help Standards Committee Members and Local Authority Officers involved in the assessment of complaints. It goes through the four stages of the assessment process, looking at important or contentious issues along the way. These stages are pre-assessment, assessment, decision and review.
- 2.2 Dramatised case studies are used to demonstrate the criteria that guide each decision, including whether any investigation should be conducted locally or referred to Standards for England. The DVD also shows when it may be appropriate to take no action or other action.
- 2.3 The DVD includes:-
- Scene selection;
  - Learning points from the programme;
  - Optional English subtitles.

The running time of the DVD is 44 minutes.

**3.0 Recommendation**

- 3.1 Members are asked to note the content of this report and view the DVD.

**4.0 Background Papers**

- 4.1 Assessment Made Clear Local Assessment of Complaints DVD.