

<b>REPORT TO:</b>		Council	
<b>DATE:</b>		26 March 2026	
<b>REPORT AUTHOR:</b>		Julian Joinson, Member Services Manager	
<b>TITLE OF REPORT:</b>		Question Time 1) Council Complaints Procedure 2) State of the Roads	
<b>EXEMPT REPORT:</b>	<b>No</b>		
<b>KEY DECISION:</b>	<b>No</b>	If yes, date of publication:	n/a

### **Questions to Council**

Questions for the Leader of the Council, a member of the Cabinet, or a Committee Chair may be submitted by councillors or by councillors on behalf of members of the public, under Council Procedure Rule 2.2(vi).

### **Procedural Note**

- The questions will be read out by the Mayor/Deputy Mayor
- The Leader or other councillor, as appropriate, will give an oral answer.
- The questioner, if a councillor, may ask a supplementary question, if it is directly related to the original question

The following questions have been submitted:-

#### **1) Council Complaints Procedure**

***To the Leader of the Council (Councillor Munsif Dad BEM JP) or relevant Portfolio Holder***

The Council's complaints procedure is designed to refer a complaint to the Local Government Ombudsman if it is rejected at stage two. This effectively creates a third stage to the process.

The Ombudsman will only deal with cases which directly affect an individual or a group of people. This prevents complaints relating to Council practices and procedures being referred to a third stage.

Will the Council modify the complaints procedure to provide a third stage independent review that doesn't need the Ombudsman to rule?

From: Councillor Scott Brerton

On behalf of: Mr Peter Shaw (address supplied)  
Date of first receipt by Office: 12<sup>th</sup> January 2026 (08:51)

2) **State of the Roads**

***To the Leader of the Council (Councillor Munsif Dad BEM JP) or relevant Portfolio Holder***

What can the Leader of the Council do about the state of the roads in Great Harwood and Hyndburn as they are just deteriorating with my car requiring constant repair?

From: Councillor Noordad Aziz  
On behalf of: Rubina Kauser (address supplied)  
Date of first receipt by Office: 16<sup>th</sup> March 2026 (21:04)