

Decision Ref No:

Subject Matter:

CORPORATE COMPLAINTS POLICY

The Head of Policy and Performance Services submitted Report PPP.90/07 presenting a Corporate Complaints and feedback Policy that would complement existing procedures and other Complaints Policies. The Policy had been developed based on good practice from other Local Authorities and Guidance Notes from the Local Government Ombudsman.

It was proposed that the implementation of the Policy would be phased in over a number of months to ensure that the staff who would be carrying out the procedures within the Policy were adequately trained and that the procedures themselves were adequate and appropriate.

Decision:

That the draft Policy be referred to the Corporate Resources Overview and Scrutiny Committee for consultation.

Key or Non-Key Decision:

Key Decision Ref:

Portfolio:

Who made decision:

Date:

Reports and Background Papers considered:

Reasons for Decision:

Summary of Options rejected:

Interests declared:

Date published:

Urgent decision not subject to call in:

Consent of Chairman/ Deputy Chairman of Council to Urgency:

Deadline for call-in:

Implementation date if not called-in:

Relevant Overview and Scrutiny Committee:

Call-in notified to and date notified:

Approved for implementation on:
