



Portfolio Holder Decision

Published on 04 September 2023

Decision: Approval of The Customer Complaints Procedure and The Unacceptable and Unreasonable Behaviour Procedure

Decision taker: Portfolio Holder for Corporate Services, Portfolio Holder for Corporate Services

Decision Date:

Is decision subject to Call-in? No

Deadline for Call-in: Noon on

Is decision Exempt? No

Is decision urgent? No

Summary

To update the Portfolio Holder on the review and update to The Customer Complaints Procedure and The Unacceptable and Unreasonable Behaviour Procedure and recommend approval of the procedure documents.

Decision

To update the Portfolio Holder on the review and update to The Customer Complaints Procedure and The Unacceptable and Unreasonable Behaviour Procedure and recommend approval of the procedure documents.

Reasons for Decision

No decision made.

Options Considered

No decision made.

Conflicts of Interest Declared and Dispensations Granted by Head of Paid Service

None

Information about this decision statement

Call-in

Notice of call-in must be submitted in writing, by email or text to the Chief Executive by the deadline specified above, and must state the reason or reasons why "call-in" has been requested;

Call-in can be requested by any six non-executive members of the Council.

However, if at any point during a municipal year the total number of opposition councillors is six or less the total number of non-executive members required to call-in a decision shall be the total number of opposition councillors less two.

Decisions not called-in by the deadline specified above will become effective immediately the deadline has expired (unless they are recommendations to the Council).

The Council has stipulated that the call-in procedure should not be used to challenge decisions as a matter of course and should be used only when fully justified.

Yvonne Rees
Chief Executive

Conflicts of Interest Declared and Dispensations Granted by Head of Paid Service

None

1		
---	--	--