



## **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

**Decision Date:** 4 September 2023

**Is decision subject to Call-in?** Yes

**Deadline for Call-in:** Noon on 7 September 2023

**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**

#### **Resolved**

- (1) That the reviewed and updated Customer Complaints Procedure (annexe 1) be approved.
- (2) That the reviewed and updated Unacceptable and Unreasonable Behaviour Procedure (annexe 2) be approved.
- (3) That authority be delegated to the Assistant Director of Customer Focus to make minor administrative changes to the procedures, if required, as a result of implementation.

### **Reasons for Decision**

It is recommended that the reviewed and updated procedures are approved for implementation to simplify the procedures for both the customer to use and the officer to administer.

## **Options Considered**

The following alternative options have been identified and rejected for the reasons as set out below.

### **Option 1: Maintain the existing procedures.**

This is not advised as the customer complaints procedure no longer follows best practice guidance issued by the LGO. The existing procedures are complicated for customers to use and difficult for officers to administer.

## **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