

CORPORATE COMPLAINTS POLICY REVIEW

Item CE 25/7 referred from Communities and Environment Scrutiny Select Committee of 5 February 2025

The report proposed the adoption of a new Corporate Complaints Policy which had been updated to reflect changes to the recommended handling of complaints by the Local Government and Social Care Ombudsman.

Adopting a new Policy would ensure that the Borough Council was able to respond efficiently to the needs of local residents, enable complaints to be resolved promptly and to identify and drive service improvements. If the Policy was adopted training for staff on the new processes would be delivered during April and May 2025.

***RECOMMENDED:** That

- (1) the new Corporate Complaints Policy (attached at Annex 3) be adopted; and
- (2) the new Corporate Complaints Policy be implemented from June 2025.

***Recommended to Cabinet**