

# Decision Schedule

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| Decision made by         | Director for Housing and Communities (Deputy Chief Executive) |
| Decision made on         | 15 April 2024   |
| Date decisions published | 16 April 2024   |

| Item no. | Agenda item                                     | Contact Officer   | Decision   | *Key/ Non Key | **Last date for call in |
|----------|---|---|--|---------------|-------------------------|
|          | Updated Customer Feedback and Complaints Policy | Martin Guest<br>Corporate Policy and Communications Manager | <p>1. To update the Council's Customer Feedback and Complaints Policy following a review against the updated <b>Complaints Handling Code (2024)</b> by the Housing Ombudsman and guidance from the Local Government and Social Care Ombudsman. Minor changes have been made to the Council's Policy. These changes are as set out in the amended sections outlined below:</p> <p><i>4.1 We should receive your complaint as soon as possible but not more than 12 months from the incident which has led to your complaint. A complaint that is submitted via a third party or representative on your behalf will be investigated in line with this complaints policy with your consent.</i></p> | Non-Key       | N/A                     |

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|  |  |  | <p><i>6.5 All relevant employees or third parties that are involved in complaint handling will:</i></p> <ul style="list-style-type: none"> <li><i>a. have a collaborative and co-operative approach towards resolving complaints, working with colleagues across teams and departments.</i></li> <li><i>b. take collective responsibility for any shortfalls identified through complaints, rather than blaming others and;</i></li> <li><i>c. act within the professional standards for engaging with complaints as set by any relevant professional body’.</i></li> </ul> <p>2. To update the Council’s Customer Feedback and Complaints Policy to add a new section on <b>reporting and oversight</b> (section 20, following a recommendation from the Council’s Monitoring Officer:</p> <p><i>20.1 We maintain transparency and oversight of complaints through our governance and reporting arrangements. To ensure strategic oversight by Cabinet, complaints statistics are reported quarterly to Cabinet as part of the Council’s standard performance reporting arrangements.</i></p> <p><i>20.2 To ensure good</i></p> |  |  |
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|  |  |  | <p><i>governance, these are compared with performance data so that the organisation can analyse performance in services and identify any trends or areas where improvement is required and learning at the earliest opportunity.</i></p> <p><i>20.3 In addition to this an annual ombudsman report is taken to Cabinet which details an overview of cases in that year. Where there has been a finding of maladministration (usually by way of a formal Report) these will be reported to Cabinet or Council as appropriate by the Monitoring Officer on an as required and timely basis</i></p> <p><i>20.4 In addition, Scrutiny Committee receive Cabinet's performance reports for noting as part of their role to hold the Cabinet to account and regulatory committees will also receive reports regarding complaints relating to their functions.</i></p> <p><i>20.5 The portfolio holder for Governance, Environment &amp; Regulatory Services has within their portfolio, oversight of complaints on behalf of the Cabinet.</i></p> |  |  |
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## Call in

### **\*What is a Key Decision?**

A Key Decision is an [executive decision](#) likely to result in the Council:

- Incurring expenditure of £50,000 or more, or;
- Making savings or generate income of £50,000 or more, and/or
- Has a significant impact on two or more wards in the Borough and on communities living or working in those areas.

All Key Decisions will come into effect three working days (not including the date of publishing) after a decision has been published. The last date for call in will be included on the decision notice.

### **\*\*What happens once a Key Decision has been made?**

When a [Key Decision](#) is made the decision shall be published within two clear working days of being made.

Copies of the notice of decision shall be published;

- In hard copy (upon request) at the main offices of the Council.
- By email which will be provided to all members.
- On the website.

All Key Decisions will come into effect three working days (not including the date of publishing) after a decision has been published. The last date for call in will be included on the decision notice.

### **How can scrutiny members call in a Key Decision?**

The call-in request shall be on a completed [call-in request form](#) and include the names and signatures of six members excluding Cabinet Members, the decision making principles it is believed have been breached and also the reasons for this.