



COUNCIL MEETING

18 November 2021

COMPLAINTS POLICY UPDATE

Sheena Ramsey, Chief Executive

EXECUTIVE SUMMARY

1. The purpose of this report is to seek approval of changes to the Council's Complaints policy.
2. Following reintegration of Housing Services into the Council it was agreed that a single policy that incorporates the requirements of the Housing Ombudsman complaint code would be required.
3. The Cabinet has considered the facts and issues arising from the report including alternative options and took all relevant advice before formulating their recommendation.

RECOMMENDATION

4. It is recommended that Council approves the changes to the Council's Complaints policy.