

RECORD OF EXECUTIVE DECISIONS BY CABINET MEMBERS

Cabinet Member for Governance	Date of Decision 04.10.2016
Title Reference: Management Of Unreasonable Complaints Or Customers (C000L)	
Key Decision: No	Delegation Reference: C000L
Report and Background papers	Public
<p>Record of Decision:</p> <p>(1) That the policy and procedure on the management of unreasonable complaints or customers (attached at Appendix A to the report) be approved.</p> <p>(2) That an annual report be provided to Standards and Audit Committee with information about the application of the policy and procedure during the year with any recommendations for amendment.</p> <p>(3) That the Local Government and Regulatory Law Manager be granted delegated authority to make any late amendments to the policy.</p>	
<p>Reasons for Decision:</p> <p>To provide clear guidance and assistance to staff when faced with individuals or complaints which are classed as vexatious or persistent, whilst ensuring that the complaint is handled or individual's needs met in a manner which does not involve disproportionate time or difficulty.</p>	
Alternative options considered and rejected (if any)	
<p>Declarations of interests:</p> <p>Transferred from because</p> <p>Any dispensation granted by Standards Committee</p>	<p>Cabinet Member</p> <p>Consultee Cabinet Member</p> <p>Support Group Member</p> <p>Nature of Interest:</p>

Notes:

The implementation of the above decision is suspended until the call-in period has expired without a call-in being validly invoked. Any Member of the Council shall be entitled to call for a decision to be suspended by giving notice to the Monitoring Officer *either by telephone, fax, email or in writing* not later than 5.00 pm on the day following the date of the decision.

Any decision so suspended shall not be capable of implementation for a period of five calendar days from the date of the meeting which will expire on 9 October 2016.

(DURING THE CALL-IN PERIOD A REQUEST MAY BE MADE IN RESPECT OF ANY DECISION SO SUSPENDED BY NOT LESS THAN ONE QUARTER OF THE TOTAL MEMBERSHIP OF THE OVERVIEW AND PERFORMANCE SCRUTINY COMMITTEE. TO DO THIS YOU WILL NEED TO NOTIFY THE MONITORING OFFICER IN WRITING, BY FAX OR BY EMAIL BY 5.00 PM ON 9 October 2016 BEING FIVE DAYS FOLLOWING THE DATE OF THE DECISION.

Signed S.L. Blank

Date: 4 October, 2016

Contact Officer: Rachel Lenthall Tel: (01246) 345277