



**Title of meeting:** Governance and Audit and Standards

**Date of meeting:** 25 September 2015

**Subject:** Revision of the Corporate Complaints Policy

**Report by:** The Director of Community and Communications

**Wards affected:** All

**Key decision:** No

**Full Council decision:** No

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**1. Purpose of report**

To bring to the attention of the Governance & Audit & Standards Committee the revised Corporate Complaints Policy attached as appendix A. The policy has been updated to ensure continued best practice in complaint investigation and complaint management.

**2. Recommendations**

- 1. That the Governance & Audit & Standards Committee approve the Corporate Complaints Policy for use across Portsmouth City Council**

**3. Reasons for recommendations**

The Corporate Complaints Policy has been reviewed to bring it into line with current best practice and to provide greater clarity for the handling of unreasonably persistent complainants who place high demand on council services whilst their complaint is being investigated.

The policy sets out how complaints will be handled and details the complaints that will not be considered by Portsmouth City Council.

**4. Equality impact assessment (EIA)**

A preliminary EIA has been completed. A full EIA was not required as the policy does not negatively impact on any of the protected characteristics as described by the Equality Act 2010.

## 5. Legal implications

There are no legal implications arising out of this report. Whilst the formal approval of these reports is now being sought, the Council has been acting in accordance with this policy for some time. However it is important that the policy is considered and formally adopted by the Committee to ensure that our procedures are open and transparent and accord with the wishes of Members.

## 6. Director of Finance's Comments

There are no financial implications arising from the recommendations in this report.

Appendices: Appendix A - Corporate Complaints Policy.

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Signed by:

## Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Background list of documents: Customer Services list of papers

Title of document	Location
None	

The recommendation(s) set out above were approved/ approved as amended/ deferred/ rejected by ..... on .....

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Signed by: