



Title of meeting: Governance and Audit and Standards

Date of meeting: 25 September 2015

Subject: Revision of the Persistent Complainants Policy

Report by: The Director of Community and Communications

Wards affected: All

Key decision: No

Full Council decision: No

1. Purpose of report

To bring to the attention of the Governance & Audit & Standards Committee the revised Persistent Complainants 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 Persistent Complainants Policy for use across Portsmouth City Council**

3. Reasons for recommendations

The Persistent Complainants' Policy has been reviewed to bring it into line with current best practice and to provide greater clarity for the handling of unreasonable and unreasonably persistent and vexatious complainants.

Unreasonable and unreasonably persistent complainants can dramatically impinge on the service area's ability to investigate the complaint, the complaints made by others and the day to day functions of the service.

The revised persistent complainants' policy sets out to provide greater clarity and information for the handling of unreasonable and unreasonably persistent complainants.

Equally it will advise complainants of what to expect, and their right of appeal, when they are being managed or potentially managed through this policy.

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 this report 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 - Persistent Complainants' 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

Signed by:
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