

**South Cambridgeshire District Council
Record of Chief Officer/Head of Service Decision**

This form should be used to record key and other decisions made by Chief Officers and Heads of Service. The contact officer will ensure that the signed and completed form is given to Democratic Services as soon as reasonably practicable after the decision has been taken.

A key decision shall not be taken unless notice of the item has been published at least 28 days before the decision is to be taken except where:

- a General Exception notice has been published under Rule 15 of the Access to Information Procedure Rules and the Chairman of Scrutiny and Overview Committee has been informed in writing; or
- where a Special Urgency notice has been published under Rule 16 of those Rules and the Chairman of Scrutiny and Overview Committee has agreed the decision is urgent.

Unless permission has been obtained from the Chairman of Council and the Chairman of the Scrutiny and Overview Committee that a key decision may be treated as a matter of urgency under Rule 12.19 of the Scrutiny and Overview Committee Procedure Rules, any key decision will come into force, and may then be implemented, on the expiry of five working days after the publication of the decision, unless called in under Rule 7 of the Budget and Policy Framework Procedure Rules or Rule 12 of the Scrutiny and Overview Committee Procedure Rules. Where consent has been obtained to exempt the decision from call-in, this will be specified below. Only key decisions of an officer are subject to call-in.

Decision Taker	Head of Transformation
Subject Matter	Feedback and Complaints Policy Approval
Ward(s) Affected	All Wards
Date Taken	Tuesday, 26 October 2021
Contact Officer	Rachael Fox-Jackson, Customer Contact Manager, Kevin Ledger, Senior Policy and Performance Officer (kevin.ledger@scambs.gov.uk)
Date Published	Tuesday, 26 October 2021
Call-In Expiry	N/A
Key Decision?	No
In Forward Plan?	No
Urgent?	No

Purpose / Background

The purpose of this decision is to approve a revised Feedback and Complaints Policy for South Cambridgeshire District Council.

This policy brings together three previously separate policies: SCDC's Complaints Policy (excluding Housing Complaints); the SCDC Housing Complaints Policy; and the SCDC Persistent and Vexatious Complaints Policy. This approach is to ensure that all information relating to complaints about the Council can be easily found in one place.

The policy also sets out how customers can submit feedback and complaints, and what customers can expect from these processes. At the heart of this approach, we aim to identify and put right where something has gone wrong, and to learn from the feedback and complaints that we receive.

Declaration(s) of Interest

Record below any relevant interest declared by any executive Member consulted or by an officer present in relation to the decision.

None

Dispensation(s) <i>In respect of any conflict(s) of interest declared above, record below any dispensation(s) granted by the Council's Standards Committee.</i>
None

Consultation <i>Record below all parties consulted in relation to the decision.</i>
Leadership Team (discussed at the meeting of 04/10/21), Service Area Complaints Champions and other key internal stakeholders, including the contact centre, web team and portal administrators.

Other Options Considered and Reasons for Rejection
<p>Option 1: Retain our three existing complaints policies Reason for Rejection: Having three separate policies covering various different aspects of the Council's approach to complaints handling makes finding the required information unnecessarily complicated, whilst all three policies are also in need of updating.</p> <p>Option 2: Make further changes prior to approval. Reason for Rejection: This policy has been updated in consultation with key internal stakeholders who are involved in complaints handling processes. It has also been created with due regard to best practice guidance that has been made available by both the Local Government Ombudsman and the Housing Ombudsman. The policy has been reviewed and discussed by Leadership Team, with minor alterations having been made and subsequently incorporated. Moving forwards, further reviews of the policy and opportunities to update the policy will continue to remain available.</p>

Final decision	Reason(s)
Approval of the new Feedback and Complaints Policy.	<p>The new policy consolidates three previously separate policies, ensuring that information about our approaches to complaints handling can be easily found.</p> <p>The new policy updated previously outdated policies and replaces them with a document that accurately reflects the current situation in relation to complaints handling at SCDC.</p> <p>The new policy will act as a mechanism for ensuring the application of a consistent and high-quality approach to complaints handling across each of the Council's departments, contributing to improved performance in this important aspect of customer service.</p>

Signed	Name (CAPITALS)	Signature	Date
Lead Cabinet Member (where required by the Constitution)	Signed copy available upon request from Democratic Services (democratic.services@scambs.gov.uk)		
Chief Officer			

Further Information