
NON-EXEMPT

HAVANT BOROUGH COUNCIL

CABINET

13th July 2022

Corporate Complaints Policy

FOR DECISION

Portfolio Holder: Cllr Narinder Bains

Key Decision: No

Report Number: HBC/063/2022

1. Purpose

1.1. This paper is submitted to Cabinet:

For policy decision

2. Recommendation

2.1. Members are requested to approve

2.2. The updated Corporate Complaints Policy – which now includes a section on vexatious complaints see Appendix A.

3. Executive Summary

3.1. This report is recommending amendments to the current policy.

3.2. The amendments are a general refresh of the policy and inclusion of a Vexatious complaints section.

3.3. There are no additional resources implications.

3.4. Appendix A contains the updated policy.

3.5. Appendix B contains the 'Complaints Handling' document which is a useful aid for staff who deal with complaints.

3.6 Appendix C contains the 'Councillor Briefing' document which is a useful aid for Councillors dealing with complaints or enquires from residents

4. Additional Budgetary Implications

4.1. None

5. Background and relationship to Corporate Strategy and/or Business Plans

5.1. Customers are at the centre of the Councils' business and any feedback is useful to help us develop our services. This policy supports a structured, consistent method in dealing with complaints and reaching an appropriate resolution

5.2. The Corporate Complaints procedure is a useful tool to understand service failure and help managers and staff identify issues and trends.

5.3. Although vexatious complainants are rare, it is useful to have a procedure in place to again deal with theses in fair and reasonable way.

6. Options considered

6.1. Option 1 – Do nothing – continue with the scheme as is – the policy / procedure generally works well – however currently it does not cover vexatious complainants.

6.2. Option 2 – Review the Policy – reviewing the policy in isolation will not cover vexatious complainants.

6.3. Option 3 – Review the Policy and expand to cover vexatious complainants - this is the recommended option – not only would the policy be reviewed, a section on dealing with vexatious complainants can be included.

7. Resource Implications

7.1. Financial Implications

7.2. There are no financial implications

Section 151 Officer comments

Date: 18th February 2022

There are no financial considerations – Matthew Tiller – Deputy S151

7.3. Human Resources Implications

7.4. There are no Human Resources implications.

7.5. Information Governance Implications

7.6. There are no Information Governance implications

7.7. Other resource implications

7.8. Training – any changes to the existing policy / procedure will be communicated to the relevant staff and training delivered as appropriate.

8. Legal Implications

8.1 It is good practice for the Council to regularly review its system for considering and monitoring complaints and feedback on service performance to ensure that it continues to meet standards in the performance of its services

Monitoring Officer comments

Date: 9th March 2022

There are no legal implications – Mark Watkins – Monitoring Officer

9. Risks

9.1. There are no additional risks

10. Consultation

10.1. The Policy has been shared with the Customer Services Manager for comments.

11. Communication

11.1. Any changes to the scheme will be communicated as appropriate and changes will be made to the Council's website.

12. Appendices

12.1. Appendix A – Corporate Complaints Policy

12.2 Appendix B – Complaints Handling - Staff

12.3 Appendix C - Councillor Briefing

13. Background papers

13.1. None

Agreed and signed off by:

Cabinet Lead: Narinder Bains -

Director: Lydia Morrison – 8th February 2022

Monitoring Officer: Mark Watkins – 9th March 2022

Section 151 Officer: Matthew Tiller – 18th February 2022

Contact Officer

Name: Brian Wood

Job Title: Head of Customer Services

Telephone: 01730 234150

E-mail: brian.wood@easthants.gov.uk