



DECISION RECORD ¹

Officer Key Decisions are subject to the Council's Call-In Procedure (Part 4 of the Council's Constitution [Part 4e - Overview and Scrutiny Procedure Rules](#))

Subject: Complaints Policy 2026	
Staff Contact: Richard Protheroe	Cabinet Member: Jackie Holywell
Tel: 01438 242 377	Portfolio: Housing and Complaints (2025-26)

1. Decision

The revised Complaints Policy has been updated to reflect feedback received from the recent Housing Ombudsman audit, alongside comments and input from Housing colleagues and colleagues across other key service areas.

2. Reasons for the decision

The amendments are minor and do not change the overall policy but do strengthen and update the policy to ensure alignment with the Complaint Handling Code.

3. Alternative options considered and rejected ²

None considered

4. Consultation

(a) Comments of Cabinet Member ^{3 4}

I approve the minor amendments to the Complaints Policy, in order to strengthen our position in this area and align with the Complaint Handling code.

(b) Comments of other consultees ⁵

5. Following consultation with, and the concurrence of the Cabinet Member, I am proceeding with the proposed decision.

S

Title: *Richard Protheroe*.....

Date: *01/06/2026*.....

6. PLEASE RETURN COMPLETED/SIGNED FORM TO DEMOCRATIC SERVICES FOR PUBLICATION

¹ for guidance see Borough Solicitor's note "Taking Decisions"

² details of any alternative options considered and rejected by the officer at the time the decision was made