



Breckland
COUNCIL

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DELEGATED DECISION RECORD

This records a key or other decision taken by an Executive Member or the Cabinet in accordance with the Council's scheme of Delegations (as set out in Section D of Part 3 of the Council's Constitution).

Unless the Leader and the Chairman of the Overview and Scrutiny Commission certify that the matter is so urgent that the normal five-day scrutiny delay on action should not apply, then this 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 the call-in procedures as set out in Section D of Part 3 of the Council's Constitution.

Portfolio/Cabinet	Cabinet
Report Title (& Reference No.)	Unreasonably Persistent Complaints and Customer Behaviour and Vexatious Requests (Cabinet Minute No. 109/17)
Summary Background	To consider the draft Policy for dealing with Unreasonably Persistent Complaints and Customer Behaviour and Vexatious Requests
Author/Contact Officer	Sarah Wolstenholme-Smy, Legal Services Manager (Deputy Monitoring Officer BDC) (sarah.wolstenholme-smy@breckland-sholland.gov.uk)
Ward(s) Affected	All Wards
Urgent?	No
Key Decision?	No
In Key Decision Plan?	No
Date Decision Taken	Tuesday, 17 October 2017
Date Published	Tuesday, 17 October 2017
Call-In Expiry	Tuesday, 24 October 2017
Exempt Information?	No
Decision (Action Agreed)	<p><u>RESOLVED</u> that the proposed Policy at Appendix 1 of the report be approved; subject to:</p> <p>1) the flowchart being amended as requested, to include the addition of an arrow between the 'review' box and the 'discontinue action' box as</p>

	<p>agreed; and</p> <p>2) the Policy be circulated to all Town and Parish Councils at the forthcoming Town & Parish Forum.</p>
<p>Reasons(s)</p>	<p>The Local Government and Social Care Ombudsman recommends having a Policy to ensure that complaints and customers are dealt with in an open, fair and proportionate way. Having a Policy will help Officers to understand clearly what is expected of them, what options for action are available and who can authorise these actions. It can also be shared with customers and help manage their expectations and explains that certain behaviours should not be tolerated.</p> <p>The Council must always bear in mind our underlying commitment to transparency and openness. The guidance recommends that a customer should be given an opportunity to moderate their behaviour and in particular with persistent complaints any actions should be proportionate to the nature and frequency of the complainant's current contacts.</p>
<p>Options</p>	<ul style="list-style-type: none"> • To approve the draft Policy for dealing with Unreasonably Persistent Complaints and Customer Behaviour and Vexatious Requests. • To approve the draft Policy subject to amendments. • Not to adopt a Policy and Procedures. This option is not recommended as such issues will have to be dealt with in an ad-hoc manner.
<p>Further Information</p>	<p>Unreasonably Persistent Complaints and Customer Behaviour and Vexatious Requests Appendix 1 for Unreasonably Persistent Complaints and Customer Behaviour and Vexatious Requests Appendix 2 for Unreasonably Persistent Complaints and Customer Behaviour and Vexatious Requests</p>