



BRECKLAND COUNCIL

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.

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.)	Reference from the Overview and Scrutiny Commission
Summary Background	To ensure a clear protocol is put in place for the reference of complaints.
Author/Contact Officer	Susan Allen, Standards Officer (sue.allen@breckland.gov.uk)
Ward(s) Affected	N/A
Urgent?	No
Key Decision?	No
In Forward Plan?	No
Date Decision Taken	Tuesday, 12 May 2009
Date Published	Thursday, 14 May 2009
Call-In Expiry	Thursday, 21 May 2009
Exempt Information?	No
Decision (Action Agreed)	RESOLVED that a clear protocol be put in place for the reference of complaints through senior managers to ensure all complaints are logged into the system as appropriate.
Reasons(s)	Everyone within the Council needed to adhere to the procedure for the recording of complaints.
Options	1) To approve the recommendation from the Overview & Scrutiny Commission. 2) Not to approve the recommendation from the

	Overview & Scrutiny Commission.
Further Information	A18_cab_20090512_Refs from OSC