

# HAMPSHIRE COUNTY COUNCIL

## Executive Decision Record

<b>Decision Maker:</b>	Cabinet
<b>Date:</b>	4 February 2025
<b>Title:</b>	Revised Corporate Complaints Policy
<b>Report From:</b>	Director People and Organisation

**Contact name:** Jac Broughton, Director, People and Organisation

**Email:** jac.broughton@hants.gov.uk

### 1. The decision:

- 1.1. That Cabinet approve the new Corporate Complaints Policy (Appendix 1), which aligns HCC's complaints approach with the new Local Government and Social Care Ombudsman Complaint Handling Code (2024).
- 1.2. That Cabinet note the Director of People and Organisation will be appointed as the suitably senior person to oversee its complaint handling performance as per the LGSCO Complaint Handling Code.
- 1.3. That Cabinet note that Cabinet will be assigned as the 'Member' with lead responsibility for complaints in governance arrangements as per the new LGSCO Complaint Handling Code.
- 1.4. That Cabinet note that an annual complaints performance and service improvement report will be submitted to Cabinet each autumn, in line with the new LGSCO Complaint Handling Code and the Performance Assurance Framework to be updated to reflect this change.
- 1.5. Approve the addition of the new annual complaints performance and service improvement report to the existing Performance Assurance Framework.
- 1.6. Delegate authority to the Chief Executive to approve any further revisions to the Performance Assurance Framework to ensure that it aligns with any new and relevant Government performance requirements.
- 1.7. Note the existing 3 Stage complaints process will be reduced to a 2 Stage complaints process, in line with the new LGSCO Complaint Handling Code and HCC's wider initiative to reduce repeated and unnecessary customer communications.
- 1.8. Note the implementation of a new Unacceptable Actions by Customers Policy, as agreed by the Employment in Hampshire County Council Committee in November 2024.

1.9. Note the next steps following approval of the policy, including the proposed Communications strategy.

**2. Reasons for the decision:**

2.1. To present to Cabinet a revised Corporate Complaints Policy, detailing the changes made since its revision, the accompanying new governance arrangements and reasons behind the changes to align with new ombudsman guidance.

2.2. To update Cabinet on the new Unacceptable Actions by Customers Policy, implemented in November 2024 after agreement by the Employment in Hampshire County Council Committee in November 2024.

**3. Other options considered and rejected:**

3.1. None.

**4. Conflicts of interest:**

4.1. Conflicts of interest declared by the decision-maker: None.

4.2. Conflicts of interest declared by other Executive Members consulted: None.

**5. Dispensation granted by the Conduct Advisory Panel:** None.

**6. Reason(s) for the matter being dealt with if urgent:** Not applicable.

**7. Statement from the decision maker:**

**Approved by:**

**Date:**

-----  
**Chairman of Cabinet  
Councillor Nick Adams-King**

**4 February 2025**