

## **BROADLAND SERVICE IMPROVEMENT AND EFFICIENCY COMMITTEE**

**Minutes of a meeting of the Broadland Service Improvement and Efficiency Committee of Broadland District Council, held on Monday, 5 August 2024 at 6.00 pm.**

**Committee Members Present:** Councillors: L Starling (Chairman), B Baby (Vice-Chair), S Clancy, A Crotch, J Emsell, P Newstead, D Thomas and E Tovell

**Apologies for Absence:** Councillors: R Potter and T Yousefian

**Cabinet Members in Attendance:** Councillors: S Beadle and D Roper

**Officers in Attendance:** C Lawrie (Assistant Director of ICT/Digital and Transformation), H Mawson (Customer Experience and Insight Lead) and J Overy (Democratic Services Officer)

### **9. APOLOGIES FOR ABSENCE**

Apologies were received from Cllrs R Potter and T Yousefian.

### **10. MINUTES**

The minutes of the meeting held on 18 October 2024 were confirmed as a correct record.

### **11. REVISED COMPLAINTS POLICY**

Members considered the report, which presented a revised corporate Complaints Policy and sought approval for its implementation.

The Customer Experience and Insight Lead advised the meeting that the Policy had been updated in line with the new complaint handling codes from the Local Government and Social Care Ombudsman and the Housing Ombudsman.

The Policy demonstrated the governance and structure of how the Council handled complaints received through any channel and across all services.

The table at paragraph 3.1 highlighted the key changes to the Policy, this included defining service requests, some of which had erroneously gone through the complains procedure channel in the past.

The Policy also set out exclusions, including matters that already had an existing right to appeal which previously had been dealt with via the complaints route.

The timing for responding to complaints at Stage One was being reduced from 15 days to 10 and changed from 15 days to 20 days at Stage Two, with the ability to extend this if necessary.

In response to a query, members were informed that Broadland, received 204 complaints in 2023/24, ten of which went to the Ombudsman. Complaints performance was reported on an annual basis to the Audit Committee.

It was,

**RESOLVED**

To recommend that that Council adopts the revised Complaints Policy.

(The meeting concluded at 6.05 pm)

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Chairman