

**ARUN DISTRICT COUNCIL**  
**REPORT TO AUDIT & GOVERNANCE COMMITTEE**  
**ON 22 FEBRUARY 2022**

**REPORT**

**SUBJECT : Complaints Policy for Arun District Council**

**REPORT AUTHOR:** Solomon Agutu, Interim Group Head of Law and Governance

**DATE:** 10 February 2021

**EXTN:**

**MEETING:** Audit and Governance Committee

**EXECUTIVE SUMMARY:**

This report is asking the Audit & Governance Committee to adopt the attached Complaints Policy.

**RECOMMENDATIONS: AUDIT & GOVERNANCE COMMITTEE**

That the Complaints Policy attached as appendix 1 be adopted.

**Background**

This policy is being introduced because the way that complaints were dealt with have changed.

Complaints were previously managed by a process contained in the Constitution, and guidance on our website. The procedure was removed from the Constitution as it was not considered as a constitutional document but as an operational document.

The other reason for producing this policy at this time is in order to align Council policy with the guidance from regulators. Complaints against the Council can be Housing complaints (which are regulated by the Housing Ombudsman) or corporate complaints which are regulated by the Local Government & Social Care Ombudsman. Guidance from the two regulators have now diverged and this is an opportunity to put in place a single policy which meets both sets of guidance.

The draft policy attached to this report is accompanied by two procedures – one complying with guidance from the Local Government & Social Care Ombudsman, and one complying with guidance from the Housing Ombudsman.

**2. PROPOSAL(S):**

The proposal is that the attached policy and procedures are agreed for implementation by the Audit & Governance Committee.

**3. OPTIONS:**

1. Do nothing
2. Agree the proposals as recommended for adoption
3. Agree the proposals as recommended but with suggested amendments before adoption

**4. CONSULTATION:**

The Council has had regard to guidance from Local Government and Social Care Ombudsman and to guidance from the Housing Ombudsman

Has consultation been undertaken with?	YES	NO
Relevant Town/Parish Council		
Relevant District Ward Councillors		
Other groups/persons (please specify)		
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES: (Explain in more detail at 6 below)	YES	NO
Financial		x
Legal		
Human Rights/Equality Impact Assessment		
Community Safety including Section 17 of Crime & Disorder Act		x
Sustainability		x
Asset Management/Property/Land		x
Technology		x
Other (please explain)		x

**6. IMPLICATIONS:****Legal and Human Rights implications.**

The right to an effective complaints policy positively implements the right to be treated with dignity. Further as the new policy complies with guidance from the Local Government and Social Care Ombudsman and the Housing Ombudsman, this reduces risks of a finding of maladministration.

**7. REASON FOR THE DECISION:**

To comply with principles of good governance and guidance from regulators.

**8. BACKGROUND PAPERS:**

None