

## **INDIVIDUAL CABINET MEMBER AND OFFICER DELEGATED DECISIONS**

**9TH DECEMBER 2025**

Following the expiry of the call-in period, the following decision taken by an Individual Cabinet Member under delegated authority may be implemented.

### **ICMD20 COMPLAINTS POLICY REVIEW AND REVISION**

Details of Decision:

- (1) That the Complaints Policy (December 2025) be approved as the Council's corporate policy for handling complaints following review and amendments suggested from the Housing Ombudsman.
- (2) That the updated Housing Ombudsman Complaint Self-Assessment is approved and published on the Council's website.

**Any queries regarding these decisions, please contact  
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