

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
Liz Bateson, Democratic Support - email ebateson@lancaster.gov.uk**