

EXECUTIVE DECISIONS TAKEN BY CABINET PORTFOLIO HOLDER OR DELEGATED OFFICER NOTICE OF DECISION

TITLE OF DECISION: COMPLAINTS POLICY REVIEW AND REVISION			
NAME OF DECISION TAKER:		SALLY MADDOCKS	
POSITION AND RESPONSIBILITY HELD:		CABINET MEMBER FOR CORPORATE SERVICES AND MEMBER WITH RESPONSIBILITY FOR COMPLAINTS.	
CONTACT OFFICER:		DAVID HOLME	
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Details of Decision:			
<p>(1) That the <i>Complaints Policy (December 2025)</i> be approved as the Council's corporate policy for handling complaints following review and amendments suggested from the Housing Ombudsman.</p> <p>(2) That the updated Housing Ombudsman Complaint Self-Assessment is approved and published on the Council's website.</p>			
Reasons for the decision:			
<p>Following review by the Housing Ombudsman recommendations for changes were received to the Corporate Complaints Policy. Changing the Policy ensures the Council is compliant against the expectations of the Ombudsman in relation to the Joint Complaint Handling Code. The Council has also reviewed its self-assessment following this change.</p>			
IS THE DECISION URGENT			
No			
PLEASE DELETE AS APPROPRIATE AND GIVE REASONS FOR URGENCY BELOW:			
I confirm that I have taken account of the options proposed by officers, the various implications set out in the report and the comments of the Monitoring and Section 151 Officers and am authorising the decision as set out above.			
SIGNATURE OF DECISION TAKER:		Cllr Sally Maddocks	
DATE:		9.12.25	
<i>THIS SECTION TO BE COMPLETED BY DEMOCRATIC SERVICES</i>			REF NO.
			ICMD20
DATE DECISION TAKEN:	9.12.25	DATE RECEIVED BY DEMOCRATIC SERVICES:	9.12.25
DATE DECISION PUBLISHED:	9.12.25	IMPLEMENTATION DATE (publication day + 5 working days):	17.12.25