

<b>Title of Report:</b>	<b>Complaints Policy</b>
<b>Committee Report Submitted To:</b>	<b>Corporate Policy and Resources Committee</b>
<b>Date of Meeting:</b>	<b>24 January 2023</b>
<b>For Decision or For Information</b>	<b>For Decision</b>

<b>Linkage to Council Strategy (2019-23)</b>	
Strategic Theme	Leader and Champion
Outcome	Provide Civic Leadership Council has agreed policies and procedures and decision making is consistent with them
Lead Officer	Democratic & Central Services Manager

<b>Budgetary Considerations</b>	
Cost of Proposal	N/A
Included in Current Year Estimates	<b>YES/NO</b>
Capital/Revenue	Revenue
Code	
Staffing Costs	

<b>Screening Requirements</b>	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	<del>Yes</del> /No	Date:
	EQIA Required and Completed:	<del>Yes</del> /No	Date:
Rural Needs Assessment (RNA)	Screening Completed	<del>Yes</del> /No	Date:
	RNA Required and Completed:	<del>Yes</del> /No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	<del>Yes</del> /No	Date:
	DPIA Required and Completed:	<del>Yes</del> /No	Date:

## **1.0 Purpose**

- 1.1 To seek approval to amend the Council's Comments, Compliments and Complaints policy (complaints policy).

## **2.1 Background**

- 2.1 Council adopted its complaints policy in 2015. Amendments to the policy were approved in 2017 and 2018.
- 2.2 As a result of an investigation into a complaint the Northern Ireland Public Services Ombudsman (NIPSO) has proposed, as an alternative resolution to an issue of complaint, that Council amends its complaints policy.

## **3.0 Policy amendment**

- 3.1 NIPSO has proposed that Council amends its complaints policy to provide clarity as to whether an independent investigation may be commissioned in relation to complaints not involving the Chief Executive.
- 3.2 Members are asked to consider the amendment which would involve adding the following sentence to the policy at Stage Three, *"In the case of complex complaints or complaints involving senior officers an independent investigation will be instigated. The independent investigator will report to the Chief Executive."*

## **4.0 Recommendation**

- 4.1 It is recommended that Council amends its complaints policy to include at Stage Three of the complaints procedure that, *"In the case of complex complaints or complaints involving senior officers an independent investigation will be instigated. The independent investigator will report to the Chief Executive."*