

## POLICY REVIEW AND DEVELOPMENT PANEL REPORT

REPORT TO:	Corporate Performance Panel		
DATE:	1 September 2021		
TITLE:	Review of Unreasonably Persistent Complaints Policy		
TYPE OF REPORT:	Policy Review		
PORTFOLIO(S):	Performance		
REPORT AUTHOR:	Honor Howell		
OPEN/EXEMPT	Open	WILL BE SUBJECT TO A FUTURE CABINET REPORT:	Yes

### **REPORT SUMMARY/COVER PAGE**

PURPOSE OF REPORT/SUMMARY:
<p>The Unreasonable Complainants Policy was reviewed by the Corporate Performance Panel (CPP) in October 2019. At that meeting it was recommended that an annual review of the policy be completed. The policy is presented to CPP for a review.</p>
KEY ISSUES:
<p>The amended Unreasonable Complainants Policy was adopted by Cabinet on 12 November 2019 and full council on 28 November 2019. There has not been any cause to invoke the policy since its adoption. The policy is presented to CPP for annual review.</p>
OPTIONS CONSIDERED:
<p>CPP review the current policy and make any recommendations for amendment to Cabinet.</p>
RECOMMENDATIONS:
<p>None</p>
REASONS FOR RECOMMENDATIONS:
<p>CPP will recommend any proposed amendments to Cabinet to consider.</p>

### **1. Background**

- 1.1 The Unreasonable Complainants Policy was adopted by Cabinet on 12 November 2019 and by council on 28 November 2019. The Corporate Performance Panel requested an annual review of the policy. Due to covid constraints the policy was not reviewed in 2020. During the period since its adoption, there has been no cause to invoke the policy.

### **2. Issues for the panel to consider**

- 2.1 The panel is invited to review the Unreasonable Complainants Policy and to make any proposed amendments as recommendations to Cabinet.

**3. Financial Implications**

None.

**4. Any other implications/risks**

None.

**5. Equal opportunity considerations**

Any amendments will be subject to an EIA on submission to Cabinet.

**6. Consultation**

None as policy review by the Corporate Performance Panel.

**7. Background papers**

CPP agenda October 2019  
Unreasonable Complainants Policy