

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**  
**CORPORATE PERFORMANCE PANEL - INFORMAL WORKING GROUP -**  
**REVIEW OF THE PERSISTENT COMPLAINTS POLICY**

**Minutes from the Meeting of the Corporate Performance Panel - Informal Working Group - Review of the Persistent Complaints Policy held on Wednesday, 19th October, 2022 at 2.00 pm in the Meeting Room 2-4 - Second Floor, King's Court, Chapel Street, King's Lynn**

**PRESENT:**

Councillors B Ayres, C Manning, J Moriarty and S Nash

**Portfolio Holders**

**Officers:**

Alexa Baker, Monitoring Officer

**1 APOLOGIES**

There were no apologies for absence.

**2 MINUTES OF THE INFORMAL WORKING GROUP 24 NOVEMBER 2021**

The minutes of the Informal Working Group on 24 November 2021 had been previously agreed and were attached for information only.

**3 MINUTES FROM THE INFORMAL WORKING GROUP 1 DECEMBER 2021**

The minutes of the Informal Working Group on 1 December 2021 had been previously agreed and were attached for information only.

**4 CABINET REPORT AND MINUTES 15 MARCH 2022**

The Cabinet Report minutes of the meeting held on 15 March 2022 had been attached for information only.

**5 ADVICE RECEIVED FROM THE LOCAL GOVERNMENT OMBUDSMAN**

The Monitoring Officer drew the Committee's attention to the Email from the Local Government Ombudsman and the four bullet points on page 30 of the Agenda.

The Committee considered the comments from the Ombudsman and cross checked against the final version of the track changes policy.

The following amendments were agreed by the Committee:

Section 5 Appeals Procedure

**Paragraph 1 be amended to read:**

A complainant can appeal a decision to invoke this policy against them by submitting their request in writing to the Chief Executive within 12 months of the 'Decision.'

**Paragraph 4 be amended to read:**

There shall be only one opportunity to appeal each separate Decision, unless a relevant reason is submitted by the complainant to justify another appeal. Relevant to be determined by the Chair, Vice Chair and one other member of the Standards Committee.

**Paragraph 5 be amended to read:**

Additionally, an appeal may also be reasonably requested under this section where relevant new evidence is submitted by the complainant. Relevance to be determined by the Chair, Vice Chair and one other member of the Standards Committee

**Paragraph 7 be amended to read:**

Upon an appeal request being accepted, the complainant will be sent a copy of the appeal hearing procedure which will set out the date by which their representations must be submitted and the date of the hearing.

If not accepted, the complainant will be sent a copy of the reasoning with information on how to complain to the Local Government and Social Care Ombudsman.

**RESOLVED:** The Monitoring Officer to incorporate the amendments set out above into the current policy and send a revised track changes document to the Informal Working Group prior to being considered by the Corporate Performance Panel on 4 January 2023 and Cabinet on 17 January 2023.

**The meeting closed at 2.50 pm**