

**BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK**

**CORPORATE PERFORMANCE PANEL - INFORMAL WORKING GROUP -  
REVIEW OF THE PERSISTENT COMPLAINTS POLICY**

**Minutes of the Meeting of the above held on Friday, 11th March, 2022  
at 9.30 am in the Remote Meeting Room - Microsoft Teams**

**PRESENT:**

Councillors B Ayres (Chair), C Manning, J Moriarty (Vice-Chair) and S Nash

Officers: H Howell, W Vincent

		<b><u>ACTION</u></b>
<b>1</b>	<p><b><u>APOLOGIES</u></b></p> <p>There were no apologies for absence.</p>	
<b>2</b>	<p><b><u>TO REVIEW THE COUNCIL'S CORPORATE COMPLAINTS POLICY</u></b></p> <p>The Chair invited the informal working group to review the current policy on a page by page basis.</p> <p>The following suggestions were made:</p> <ul style="list-style-type: none"><li>• Section 1 – What is a complaint – add wording setting out the two stages when making a complaint.</li><li>• Section 3 – How the Council will deal with your complaint – Formal Stage – Stage Two: paragraph 2– add by whom the complaint will be dealt with; paragraph 6 – add If the complaint takes longer than 20 working days, the customer be advised that there will be a delay in responding to their complaint.</li><li>• Section 4 – Who can make a complaint? In response to questions raise regarding Councillors make a complaint as an individual or on a Constituent's behalf, H Howell undertook to obtain advice from the Ombudsman and report back to the Informal Working Group.</li><li>• Section 7 – Complaints that cannot be considered under this policy – bullet point 1 – H Howell to amend with appropriate wording. Bullet point 5 – remove words in brackets which would be. Bullet point 6 – A complaint about a Councillor – H Howell to add link to Council's website which sets out the procedure on how to complain about a Councillor. Bullet point 8 – delete words e.g. Planning. Bullet Point 10 – delete as</li></ul>	HH

	<p>covered in Section 9.</p> <ul style="list-style-type: none"> <li>• Section 8 – Complaints and Enquiries from an MP or Councillor – highlight the words MP enquiry and add - logged individually and separate from corporate complaints.</li> <li>• Section 9 – Timescales for making a complaint – paragraph 1 wording to be revised to include – judge each individual case on their merit.</li> <li>• Section 10 – Outcome of Complaint – Explanation be added on the Ombudsman guidance printed in italics.</li> <li>• Section 11 – Local Government and Social Care Ombudsman and the Housing Ombudsman Service – paragraph 2, line two – omit the word to and replace with of.</li> <li>• Section 13 Social Media Complaints – paragraph1, line 4 communicate with the customer via email – H Howell to clarify.</li> <li>• Section 14 Performance, monitoring and transparency – paragraph 2 – remove comma and add the word and.</li> </ul> <p>The Informal Working Group commented that consideration should be given to encourage residents to contact their local Councillor if they wished to make a complaint. H Howell undertook to add a sentence to the policy and also on the Borough Council’s website.</p> <p>Members commented that it would be useful for the following information to be included in the Annual Complaints and Compliments report presented to the Corporate Performance Panel:</p> <ul style="list-style-type: none"> <li>• Number of Freedom of Information Requests received.</li> <li>• Number of Data Protection breaches and number upheld by the ICO.</li> <li>• Number of Informal complaints received.</li> </ul> <p><b>AGREED:</b> 1) H Howell to incorporate the suggested amendments above and circulate a revised document for agreement by the Informal Working Group.</p> <p>2) A report from the Informal Working Group be presented to the Corporate Performance Panel on 15 June 2022.</p>	<p>HH</p> <p>HH/ Chair</p>
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**The meeting closed at 10.49 am**