



CABINET - 5TH FEBRUARY 2013

SUBJECT: IMPLEMENTATION OF NEW CAERPHILLY COUNTY BOROUGH COUNCIL COMPLAINTS POLICY

REPORT BY: DEPUTY CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report seeks the approval of Cabinet to the implementation of a new Caerphilly County Borough Council Complaints Policy.
- 1.2 The report was considered by the Audit Committee on 12th December 2012 and the Committee recommended that:-
 1. The new policy should be implemented.
 2. The position regarding vexatious complainants should be monitored following implementation of the policy and if necessary a Vexatious Complainants Policy should be implemented.
- 1.3 Following the consideration of the policy by the Audit Committee the Council's Equalities Officer undertook an assessment of the policy to ensure that the policy complies with the Council's statutory duties under the Equality Act 2012.
- 1.4 The attached Policy and associated guidance now includes some slight changes to comply with the requirements of the Equalities Act 2012.
- 1.5 Cabinet is asked to recommend the approval of the new Policy and Guidance.

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Appendices:

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| Appendix 1 | Corporate Complaints Policy |
| Appendix 2 | Corporate Complaints Policy - Guidance Notes |