

MID SUFFOLK DISTRICT COUNCIL

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| COMMITTEE: MSDC Cabinet | REPORT NUMBER: MCa/18/17 |
| FROM: The Joint Overview and Scrutiny Committee | DATE OF MEETING: 6 August 2018 |
| OFFICER: Henriette Holloway Governance Support Officer | KEY DECISION REF NO. N/A |

CABINET ARE ASKED TO CONSIDER THE RECOMMENDATIONS BELOW FROM THE JOINT OVERVIEW AND SCRUTINY COMMITTEE HELD ON THE 21 MAY 2018.

JOS/17/15 Proposed Updates to the Joint Compliments, Comments and Complaints Policy

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| 1. RECOMMENDATIONS |
| 1.1 That the Committee recommends to the Cabinets that the revised Corporate Compliments, Comments and Complaints Policy be accepted subject to the Joint Overview and Scrutiny Committee's concerns related to Stage Two of the Joint Compliments, Comments and Complaints Policy as detailed in the Minutes. |
| 1.2 That the Committee recommends to the Cabinets that the Customer Experience Manager be asked to report to the Portfolio Holders any trend that signifies either an increase in the numbers of complaints or the number being upheld. |
| REASON FOR DECISION |
| The Joint Overview and Scrutiny Committee has concerns related to Stage Two of the proposed updates to the Joint Compliments, Comments and Complaints Policy |

2. APPENDICES

| Title | Location |
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| (a) Draft Minute – JOS/17/15 Proposed Updates to the Joint Compliments, Comments and Complaints Policy | Attached |