

**Oldham Borough Council
Record of Decision**



1. **TITLE:** Complaints Policies Refresh
2. **SERVICE AREA:** Council Complaints
3. **PURPOSE OF DECISION**

The Council is required to maintain clear, accessible, and compliant policies for handling complaints in line with statutory frameworks.

Approving the refreshed Complaints Policy, Unreasonable Behaviour Policy, Housing Complaints Policy, and Children's Residential Homes Complaints Policy will ensure:

- Consistency with current legislation, Ombudsman Codes, and Council governance standards.
- Clear guidance for residents, staff, and elected members on how complaints are managed across all directorates.
- Strengthened transparency, accountability, and learning from feedback in line with the Council's resident focus priority.
- A single, up-to-date policy suite published to meet statutory and regulatory expectations.

Without this approval, there is a risk that existing policies may fall out of alignment with statutory guidance and best practice, potentially impacting compliance, resident confidence, and audit assurance.

4. **DECISION MADE BY:** Leader of the Council and Cabinet Member for Growth
5. **DECISION:**

RESOLVED - That:

To approve the refreshed policies, ensuring alignment with statutory requirements, Ombudsman Codes, and the Council's resident focus priority.

6. **REASON FOR DECISION**

Approval, is required to avoid the risk that existing policies may fall out of alignment with statutory guidance and best practice, potentially impacting compliance, resident confidence, and audit assurance.

7. **ALTERNATIVE OPTIONS CONSIDERED**

Option 1: Agree the updated policies (preferred).

Option 2: Do nothing and continue with the previous policies.

8. **INTERESTS AND NATURE OF INTERESTS DECLARED**

None

9. **PRINCIPAL GROUPS CONSULTED:** N/A
10. **DOCUMENT CONSIDERED:** Complaints Policies Refresh