

## RECORD OF INDIVIDUAL EXECUTIVE DECISION MADE BY A CABINET MEMBER

Decision Maker	Decision Type	Date
<b>Cllr Arooj Shah</b>	<b>Principle Decision</b>	<b>4 December 2025</b>

### Decision:

### Complaints Policies: Annual Refresh

<b>Exempt/Confidential Report</b>		<b>No</b>
<b>Key Decision</b>	<b>No</b>	

### Reasons for the decision

The Council is required to maintain clear, accessible, and compliant policies for handling complaints in line with statutory frameworks, including the Local Authority Social Services and NHS Complaints Regulations 2009, the Children Act 1989 Representations Procedure (England) Regulations 2006, and the Housing Ombudsman Complaint Handling Code (2022).

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.

**Options/Alternatives considered**

Option 1: Agree the updated policies (preferred)

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

**Conflict of Interest declared**

None.

**(Signature)**



**CLlr Arooj Shah, Leader of Oldham Council and Cabinet Member for Growth**

**In consultation with**

**Fiona Greenway, Executive Director of Resources**

**(Signature)**



**Decision made pursuant to:**

- a) Delegation to Cabinet Member under the Council's scheme of delegation.**