

RECORD OF EXECUTIVE DECISION

Ref. (for Democratic Services only)	Date	Decision Maker	Decision	Reason for Decision	Alternative Options Considered	Conflicts of Interest Declared <small>(and Dispensations granted by Standards Committee)</small>	Consultation with Ward Member(s)	Subject to Call-in? Yes/No
	2/4/2024	Portfolio Holder with responsibility for Housing (Councillor Andy Baker)	That the Housing Portfolio Holder approves amendments to our Housing Complaints Policy to meet the requirements of the Housing Ombudsman's revised Complaints Handling Code.	The Housing Ombudsman's Complaint Handling Code became statutory from 1st April 2024. This has been accompanied by a further revision of the Code. There is now a legal duty on Scheme members to comply with the Code, as well as a duty on the Ombudsman to monitor compliance with it, regardless of whether complaints are received.	Not to implement changes to the Housing Complaints Policy.	None.	Not applicable.	Yes

URGENT DECISIONS ONLY (If non-urgent go to "Agreement to Decision" below):-

GENERAL EXCEPTION APPLIES? (Rule 15 Access to Information Procedure Rules)	YES/NO	If yes, has at least 5 clear days notice been given to the Chairman of the relevant overview and scrutiny committee?		YES/NO
SPECIAL URGENCY APPLIES? (Rule 16 Access to Information Procedure Rules)	YES/NO	If yes, has the Chairman of the relevant overview and scrutiny committee's consent been obtained?		YES/NO
EXEMPTION FROM CALL-IN APPLIES? Rule 16i Overview and Scrutiny Procedure Rules)	YES/NO	If yes, has the Chairman of the relevant overview and scrutiny committee's consent been obtained?		YES/NO

URGENT & OUTSIDE BUDGET OR POLICY FRAMEWORK? (Rule 6 Budget and Policy Framework Procedure Rules)	YES/NO	If yes, why is it not practical to convene a quorate meeting of full Council		
		If yes, has the Chairman of the relevant overview and scrutiny committee		YES/NO
AGREEMENT TO DECISION:-				
Signed:- Councillor Andy Baker	Date:-		Delegated Power Reference (in Part 3 of the Constitution):- Schedule 3, Part 4.2 Housing Management	
Decision Maker: Portfolio Holder responsible for Housing	...Confirmed by email 3 April 2024			

Original signed copy to be retained by Service.

Electronic copy to be sent to Democratic Services Officer, for inclusion of relevant details into decisions list.