


MIDDLESBROUGH COUNCIL			
Report of:	Director of Legal and Governance Services, Charlotte Benjamin		
Relevant Executive Member:	The Mayor, Chris Cooke		
Submitted to:	Single Member Executive – The Mayor		
Date:	17 July 2025		
Title:	Corporate Complaints Policy		
Report for:	Decision		
Status:	Public		
Council Plan priority:	All		
Key decision:	No		
Why:	Decision does not reach the threshold to be a key decision		
Subject to call in?:	Yes		
Why:	Non-urgent report		
Proposed decision(s)			
That the Mayor <b>APPROVES</b> the revised Corporate Complaints Policy.			
<b>Executive summary</b>			
<p>The report seeks approval for proposed revisions to the Council's Corporate Complaints Policy to ensure the Council deals appropriately with complaints raised. The report sets out the procedures to ensure complaints are dealt with under the right process and resolved promptly. It sets out that we aim to rectify issues for our customers and learn lessons from these experiences to enhance future outcomes.</p> <p>The decision requires Single Member Executive approval as it is a 'minor variation to an existing policy or procedure' as per Section 6.38.2(a) of the constitution.</p>			

1. Purpose of this report and its contribution to the achievement of the Council Plan ambitions

1.1 This report presents and seeks approval of the Council’s Corporate Complaints Policy following its scheduled triennial review in order to ensure our continued compliance with statutory and regulatory guidance.

Our ambitions	Summary of how this report will support delivery of these ambitions and the underpinning aims
A successful and ambitious town	Implementation and adherence to a Corporate Complaints Policy does not directly impact on these ambitions, however compliance with the principles of the policy will ensure failures with delivery of services are: <ul style="list-style-type: none"><li>positively responded to</li><li>dealt with at the earliest opportunity</li><li>fair.</li></ul>
A healthy Place	
Safe and resilient communities	
Delivering best value	Effective management from complaints, including embedding learning from complaints supports delivery of Best Value by ensuring that action is taken where complaints highlight gaps in service deliver, inefficiencies or failures of process, assisting the Council in its work to continuously improve its services.  The policy is also supported by reporting of complaints data to Audit Committee, which supports the Council demonstrate accountability and transparency in its approach to complaints management.

2. Recommendations

2.1 That the Mayor **APPROVES** the revised Corporate Complaints Policy.

3. Rationale for the recommended decision(s)

3.1 Consideration of policy is required to ensure compliance with our statutory responsibilities which will ensure we articulate how we will deal with complaints raised with the Council and what can be expected from that process.

4. Background and relevant information

4.1 The Policy applies to all services including services directly provided by the Council, by a contractor or through a partnership which the Council leads.

4.2 The policy covers corporate complaints. It signposts to the separate statutory processes that are in place to manage qualifying complaints about adult social care and / or children’s services.

4.3 Separate processes are also in place for:

- complaints about schools
- complaints about councillor misconduct
- complaints about staff misconduct
- a potential insurance claim
- a potential data protection breach
- parking penalty charge notices
- requests for information
- refusals of planning permission
- school admissions or exclusions.

4.4 The Policy is reviewed every three years unless there are changes to legislation in the intervening period. This policy review has included a revision to reflect feedback from the Local Government Social Care Ombudsman to strengthen oversight of complaints once in process to improve control and ensure responses are appropriately recorded.

**5. Ward Member Engagement if relevant and appropriate**

5.1 This is not applicable to this decision and does not directly impact on any Ward. The Corporate Complaints Policy forms part of the suite of policies put in place as part of the Information Governance Framework.

**6. Other potential alternative(s) and why these have not been recommended**

6.1 The Council could choose not to adopt corporate policies on complaints, however statutory duties would remain in place and in the absence of a standard approach there would be an increased risk of making decisions that fail to meet those duties, which can result in financial penalty imposed on us. Given these duties are in place this option is not recommended.

**7. Impact(s) of the recommended decision(s)**

Topic	Impact
Financial (including procurement and Social Value)	There are no additional financial costs associated with the approval of these recommendations
Legal	The policies will continue to ensure that the Council conducts its business and decision making in line with the requirements of statutory duty around our response and processing of complaints raised with us.
Risk	Approval of the policies will positively impact on risks within the Council’s risk registers, primarily the risk that the Council fails to comply with the law.
Human Rights, Public Sector Equality Duty and Community Cohesion	There is no impact associated with the proposed policy within this area.

Reducing Poverty	There is no impact associated with the proposed policy within this area.
Climate Change / Environmental	There are no climate or environmental impacts associated with the proposed policy
Children and Young People Cared for by the Authority and Care Leavers	There are no direct implications arising from this Policy on this group
Data Protection	This policy aims to protect individual rights against the legislation in relation to their protected characteristics

**Actions to be taken to implement the recommended decision(s)**

Action	Responsible Officer	Deadline
Publication of the policy on the MBC Website and Intranet pages	L Hamer, Governance and Information Manager	July 2025

**Appendices**

1	Complaints Policy
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**Background papers**

Body	Report title	Date

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