

NORTH YORKSHIRE COUNTY COUNCIL

EXECUTIVE

21 MARCH 2023

APPROVAL OF CUSTOMER SERVICE POLICIES

Report of the Assistant Chief Executive – Local Engagement

1.0 PURPOSE OF REPORT

1.1 This report seeks member approval of policies required for the new North Yorkshire Council.

2.0 BACKGROUND

2.1 The Customer Working Group reviewed and agreed the following policies in relation to complaints handling for the new North Yorkshire Council:

- Corporate Complaints and Compliments Policy (Appendix 1)
- Unacceptable Complainant Behaviour Policy (Appendix 2)

3.0 FINANCIAL & LEGAL IMPLICATIONS

3.1 There are no financial or legal implications.

4.0 CLIMATE CHANGE IMPLICATIONS

4.1 There are no climate change implications.

5.0 EQUALITIES IMPLICATIONS

5.1 There are no equalities implications.

6.0 REASONS FOR RECOMMENDATIONS

6.1 These documents are required to be in place from Vesting Day.

7.0 RECOMMENDATION

7.1 That the Executive approve:-

- (a) The Corporate Complaints and Compliments Policy
- (b) The Unacceptable Complainant Behaviour Policy

RACHEL JOYCE
Assistant Chief Executive – Local Engagement
13 March 2023

Background documents: None

Appendices:
Appendix 1 – Corporate Complaints and Compliments Policy
Appendix 2 – Unacceptable Complainant Behaviour Policy