

Executive decision taken by Leader



Lewes District Council

Pro-forma for completion in respect of executive decisions taken by Leader of the Council.

** If matter includes exempt information, complete addendum section of pro-forma (found separately on the Hub).*

Decision taken by:

Cllr Elayne Merry

Date of decision:

10 April 2019

Subject of report:

Unreasonable Customer Behaviour Policy

Exempt matter (if any as given under Schedule 12A of the Local Government Act 1972):

Not exempt

Key decision?:

No

Open summary of decision made:

The adoption of an Unreasonable Customer Behaviour Policy.

Reason(s) for decision:

To enable the council to have a fair and consistent approach to addressing situations where a customer's conduct is unreasonable or unreasonably persistent to the extent that it hinders the council's consideration of their or other people's enquiries or concerns.

Alternative options considered:

Continue without a policy – considered but rejected as formal policy allows council to be consistent and fair in its approach, in line with Local Government Ombudsman guidelines.

Was an executive councillor(s) consulted before decision was taken?

Yes

If councillor(s) consulted, did they declare any personal interest relating to the decision, had they been given a dispensation in respect of the matter?

No

Signed:

EE Murray