

# Executive decision taken by Leader

*Pro-forma for completion in respect of executive decisions taken by a Cabinet Member.*

*\* If matter includes exempt information, complete addendum section of pro-forma.*

**Decision taken by:** Cllr David Tutt

**Date of decision:** 23 May 2019

**Subject of report:** Adoption for Joint Procedure and Staff Guidance for Unreasonable and Unreasonably Persistent Complainant

**Exempt matter:** No.

**Key decision?:** No.

**Open summary of decision made:** Joint Procedure and Staff Guidance for Unreasonable and Unreasonably Persistent Complainants adopted by Eastbourne Borough Council.

**Reason(s) for decision:** As part of the Joint Transformation Programme Eastbourne Borough Council (EBC) and Lewes District Council (LDC) have been looking at their policies and procedures in order to bring them up-to-date and make them more consistent. This initiative will enable our staff to work more effectively, consistently and provide a better service across both areas.

As part of this work, we have reviewed Eastbourne Borough Council, Lewes District Council and Eastbourne Homes' processes for managing contact with unreasonable and unreasonably persistent complainants, combining best practice across both into a single shared procedure and staff guidance document.

Unreasonable and unreasonably persistent complainants can be disruptive to effective service delivery to themselves and others, and take up disproportionate resources. Having a single approach to managing these situations is important in ensuring a

consistent and efficient process.

As EBC, LDC and EHL previously all adhered to the Local Government Ombudsman's (LGO) or the Housing Ombudsman's (HO) definitions of "unreasonable" and "unreasonably persistent" complainants no substantive change was required in how the partners approach these situations.

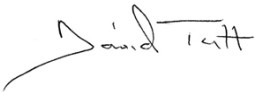
**Alternative options considered:** None.

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

No.

**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?**

**Signed:**

A handwritten signature in black ink, appearing to read "Simon Russell". The signature is written in a cursive style with a long horizontal stroke extending to the left.

**IMPORTANT:**

Once this form has been completed, signed and dated, a copy must be placed on the appropriate departmental file and an electronic copy sent to [simon.russell@lewes-eastbourne.gov.uk](mailto:simon.russell@lewes-eastbourne.gov.uk)