Boston Borough Council

Delegated Decision Record

This records a key or other decision taken by the Cabinet in accordance with the Council's Scheme of Delegations (as set out in Section 3 of Part 3 of the Council's Constitution).

Unless the Leader and the Chairman of the relevant Overview and Scrutiny Committee certify that the matter is so urgent that the normal five-day scrutiny delay on action should not apply, then this decision will come into force and may then be implemented on the expiry of five clear working days after the publication of the decision, unless called in under the call-in procedures as set out in Section E of Part 4 of the Council's Constitution.

Decision Maker	Cabinet
Report Title	Customer Feedback Policy
Summary Background	To present a draft updated Customer Feedback Policy for the Council.
Author / Contact Officer	Scrutiny & Policy Officer rebecca.james@e-lindsey.gov.uk
Ward(s) Affected	All Wards
Urgent?	No
Key Decision?	No
In Forward Plan?	Yes
Date of Decision	12 December 2024
Date Published	13 December 2024
Call-In Expiry	23 December 2024
Exempt Information?	No
Decision (Action Agreed)	**RESOLVED:** **1. That the draft Customer Feedback Policy at Appendix 1 be approved; and** **2. That the Monitoring Officer be authorised to make amendments to the Policy to ensure it remains up**

	to date and to reflect Complaint Handling Code guidance and recommendations issued by the Ombudsman.
Reason(s)	To ensure the Council has suitable procedures in place for responding to and dealing with feedback and complaints received.
Options	To keep the current Policy.
Further Information	N/A