

**NORTH EAST DERBYSHIRE DISTRICT COUNCIL**

**RECORD OF DECISION TAKEN BY THE  
Joint Assistant Director- Customer Service and Improvement  
11th November 2016**

**Minor amendment to joint Compliments/Comments and Complaints Policy.**

<b>Authority for decision</b>	<b>Decision</b>	<b>Reasons</b>	<b>Alternative options considered and rejected</b>	<b>Conflicts of interest and any dispensation</b>
To exercise within approved budgets all matters of day to day administration and operational management of the services and functions for which they are responsible.	Slight amendment to Joint Compliments/ Comments and Complaints policy.	Changes to governance route for Ombudsman reporting.	Make no change	None known

Please complete the following where relevant:

<b>Key Decision?</b>	<b>Confidential/ Exempt (if yes, please state paragraph)?</b>	<b>Do General Exception or Special Urgency Rules apply to this decision?</b>	<b>Consultation has taken place with the Section 151 &amp; Monitoring Officer?</b>	<b>The Leader, Deputy Leader or relevant Portfolio Member have been consulted?</b>
No	No	No	Yes	Yes Cllr Baxter

Authorising Signature: Jane Foley  
Job title: JAD- Customer Service and Improvement

**To be completed by PA to Director of Transformation:**

Unique Reference Number: DD/143/16/JF

Date decision may be implemented following call in (if necessary): .....

Circulation to:

- Councillors
- Chief Executive
- Monitoring Officer
- Section 151 Officer
- Scrutiny Officer
- Internal Audit