

Councillor Saghir Alam – Cabinet Member for Corporate Services and Finance

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Councillor Alam

Mr P Cawkwell
By email

23 January 2020

Dear Mr Cawkwell

Council Meeting – 22nd January 2020

It is regretful that you were unable to attend yesterday's council meeting to ask your question, but I have taken the opportunity to provide you with a written response.

“With respect to the RMBC Complaints policy and process: how many times have members of the public been accused of unreasonable behaviour since the Jay Report in August 2014 and how often have officers unilaterally dismissed a complaint before allowing a member of the public to take it formally to Stage 2 of the Complaints process?”

We have 21 records of customers who have met our policy of the management of unreasonable behavior. These are cases where the council has clearly demonstrated against the policy that customers are acting unreasonably.

I hope that the above information is helpful.

Yours sincerely,



Councillor Alam
Cabinet Member for Corporate Services and Finance