

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

RECORD OF OFFICER EXECUTIVE DECISION

Date of Decision:	16 th March 2026
Title:	New Complaints Policy
Decision Maker: (Including Job Title)	Judith Badger, Executive Director of Corporate Services
Details of Specific Delegation or Delegation contained in the relevant Sub-Scheme of Delegation.	<p>The Assistant Chief Executive/Director of Policy, Strategy and Engagement is authorised to discharge executive functions in relation to Complaints and other functions, any function not otherwise reserved to the Full Council, Cabinet, a committee of the Cabinet, a Member of the Cabinet, a joint Committee discharging executive functions or another local authority.</p> <p>This function was allocated to the Executive Director of Corporate Services temporarily and consequently this decision is being by that Director.</p>
Decision:	<ol style="list-style-type: none"> 1) To publish a new Complaints Policy that replaces all of the existing Complaints Policies on the Council website effective from 1st April 2026. 2) In the interim period, with effect from 16th March 2026 until 31st March 2026, the current Policy, as published on the Website, is amended by this decision to remove Stage 3 for Corporate Complaints and Adult Social Care Complaints. This is to enable the smooth and effective transition from the old Policy to the new one, whilst completing any existing complaints where a Stage 3 has been requested, but not accepting any further Stage 3 requests as these would inevitably extend beyond 1st April and result in non-compliance with the Ombudsman and relevant legislation.
Reasons for the Decision:	The Policies require changing to ensure RMBC complies with new guidelines set out by the Local Government and Social Care Ombudsman along with relevant legislation.

Details of alternative options considered and rejected:	The alternative option is to not amend the policies to comply with the Ombudsman requirements. This would result in maladministration and potentially lead to a Public Interest Report. This was not considered a feasible option.
Conflicts of interest declared by any Cabinet Member consulted by the decision maker which relates to the decision:	None
Dispensations Granted: (If any)	N/a
Conflicts of interest declared by the Decision Maker if they sit as a Cabinet appointed representative to an outside body which relates to the decision:	None
Dispensations Granted: (If any)	N/a
Reports or parts of reports relevant to the decision being taken:	None

I certify that this is a true record of the executive decision to:

Publish and implement, on 1st April, a new Complaints Policy that replaces all of the existing Complaints Policies on the Council website and to implement a temporary amendment to the current Corporate Complaints Policy for the period 13th March 2026 to 31st March 2026 to enable a smooth transition.

I confirm that in making this decision, due regard was given to the seven principles of public life.

Signed by the Decision Maker:



Dated: 16th March 2026

Name: Judith Badger

Job Title: Executive Director of Corporate Services

If you require any assistance in the completion of the decision record please contact the Governance Team governance@rotherham.gov.uk