

ROTHERHAM METROPOLITAN BOROUGH COUNCIL

RECORD OF OFFICER EXECUTIVE DECISION

Date of Decision:	25 th September 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.	Appendix 9, section 3E of the Council Constitution (Corporate Services): The Executive Director of Corporate Services 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.
Decision:	1) To publish a new Complaints Policy that replaces all of the existing Complaints Policies on the Council website effective from 28 th September 2026.
Reasons for the Decision:	The Policies require changing to ensure RMBC complies with guidelines set out by the Housing Ombudsman and 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 28th September 2026, a new Complaints Policy that replaces all of the existing Complaints Policies on the Council website.

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

Signed by the Decision Maker:



Dated: 25th September 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