

Approved Minute

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Cover Sheet

Meeting: Board of Directors	Report Author: Kathy Bray, Board Secretary
Date: Thursday, 3rd August 2017	Sponsoring Director: Victoria Pickles, Company Secretary
Title and brief summary: COMPLAINTS POLICY - The Board is asked to receive and approve the updated Complaints Policy	
Action required: Approve	
Strategic Direction area supported by this paper: Keeping the Base Safe	
Forums where this paper has previously been considered: Risk and Compliance Group Executive Board	
Governance Requirements: Keeping the base safe	
Sustainability Implications: None	

Executive Summary

Summary:

Under the Board of Director's Scheme of Delegation, approval of the arrangements for the management of complaints is reserved to the Board.

The Board is therefore asked to receive and approve the updated Complaints Policy which has been reviewed by the Risk and Compliance Group and the Executive Board.

Main Body

Purpose:

As above

Background/Overview:

Please see attached

The Issue:

Please see attached

Next Steps:

Please see attached

Recommendations:

The Board is asked to receive and approve the updated Complaints Policy

Appendix

Attachment:

G-106-2015 - Complaints Policy v2.pdf