

**THE CALL IN PERIOD FOR THIS DECISION EXPIRES AT 5.00PM ON, FRIDAY 7
MAY 2010. THE DECISION CANNOT BE IMPLEMENTED UNTIL AFTER THAT
DATE.**

**RECORD OF DECISION TAKEN UNDER DELEGATED POWERS AT COUNTY
HALL, NEWPORT, ISLE OF WIGHT ON WEDNESDAY, 28 APRIL 2010**

Present: Councillor Tim Hunter-Henderson – Cabinet Member for Major
Projects, Customer service and Communications

Julie Martin – Senior Democratic Services Officer

Item	<u>Habitual or Vexatious Complainants Policy</u>
Decision reference	22/10
Decision taken	Option A - THAT the Habitual or Vexatious Complainants policy be adopted.
Reasons for decision	To ensure a proactive and efficient approach to the management of habitual or vexatious complainants; hence it is directly linked to the council's key priority of delivering better services.
Additional reasons	To reduce the risk to staff in terms of both time resource and health and safety implications.
Options considered and rejected	Option B - The delegated decision is not made to agree the adoption of the Habitual or Vexatious Complainants policy
Declarations of interest	None
Additional advice received	None declared