

# CAMBOURNE TOWN COUNCIL

District of South Cambridgeshire

Finance and Policy Committee Meeting 15<sup>th</sup> December 2020

## **Policies**

At the Finance and Policy Committee Meeting on the 17<sup>th</sup> November 2020 it was agreed to look at the Complaints Policy as it was drawn up in 2004. A new Complaints Policy has been drawn up using a template from the SLCC (draft attached)

It is

**RECOMMENDATIONS** That the report be received and the new Complaints Policy be adopted.