

**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

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| Item | Habitual or Vexatious Complainants Policy |
| 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 |