

SOUTH TEES DEVELOPMENT CORPORATION COMPLAINTS POLICY

SUMMARY

The purpose of this report is to present the South Tees Development Corporation (STDC) Complaints Policy to the Board.

RECOMMENDATIONS

It is recommended that the STDC Board:

- i. **Approves** the Complaints Policy as detailed in the Appendix to this Report.
- ii. **Notes** that the policy shall be reviewed by the STDC Audit and Governance Committee in 2026.

DETAIL

1. The Development Corporation does not have a formally adopted Complaints Policy.
2. It would be good practice for the Development Corporation to have a Complaints Policy to ensure that any complaints received are dealt with in line with a published policy. This will ensure that all complaints are treated fairly, and complainants know what to expect.
3. Complaints to the Corporation should be reported to and be monitored by STDC's Audit & Governance Committee to ensure that there is a level of member oversight, tracking areas of complaint, ensuring complaints are managed appropriately and that any patterns are identified and actively addressed.

SOUTH TEES DEVELOPMENT CORPORATION

Complaints Policy

4. It is proposed that following approval the Complaints Policy be included on the website page for South Tees Development Corporation, and that it will be the role of the STDC Audit and Governance Committee to carry out an annual review of the Corporation's Complaints Policy
5. It is intended that the draft policy will:
 - a. Make the complaints process easier to navigate
 - b. Make the complaints process easier to understand by the public
 - c. Signpost complainants to the correct place if the Development Corporation is not the correct recipient for the complaint

FINANCIAL IMPLICATIONS

6. There are no financial implications arising from the subject matter of this report.

LEGAL IMPLICATIONS

7. There are no direct legal implications arising from the subject matter of this report.

RISK ASSESSMENT

8. The content of this report is categorised as low risk.

CONSULTATION & COMMUNICATION

9. The Complaints Policy is to be published on the STDC webpage and should be reviewed annually and be approved by the STDC Audit and Governance Committee to ensure that they remain fit for purpose.

EQUALITY & DIVERSITY

10. It is not expected that the content of this report will have an effect on any person with protected characteristics

Name of Contact Officer:	Emma Simson
Post Title:	Group Chief Legal Officer
Telephone Number:	01325 792600
Email Address:	emma-simson@teesvalley-ca.gov.uk

TEESWORKS

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