

**MINUTE OF A DECISION AT THE TELECONFERENCE
OF THE BOARD OF DIRECTORS OF CILEx
REGULATION LIMITED
ON 17 JUNE 2025**

Present:

Jonathan Rees (Chair), Helen Astle, Alice Belcher, Patricia White and Douglas Blackstock

In attendance (CILEx Regulation):

John Barwick, Chief Executive Officer
Simon Blandy, Director of Regulation
Jonathan Levack, Director of Policy and Governance
Becky McKune, Executive Assistant

1. CRL consultation on First-tier Complaints Handling

The Director of Policy and Governance presented a draft consultation on First-tier Complaint Handling Rule changes.

The Board **APPROVED** the consultation for publication subject to minor amendments, including:

1. Amendments to the executive summary
2. Editing to para 7
3. An addition at para 24, signalling a potential future review of the Code of Conduct
4. A new para 26 detailing our approach to the three overlap and regulatory gaps issues
5. A new para 41 covering implementation approach and costs
6. A delete of rule 4 in Annex A
7. A copy across at the gender reassignment in Annex C

**Jonathan Rees
Chair of the Board**