

WEST HUNSBURY PARISH COUNCIL

COMPLAINTS COMMITTEE

TERMS OF REFERENCE

The Complaints Committee ('the Committee') is a Committee of West Hunsbury Parish Council ('the Council').

Membership

The Committee shall comprise of three Parish Councillors to be drawn from the whole Council. The full Parish Council will decide membership of the Committee. The three Councillors present on the Committee will decide the Chairman of the Committee annually. If a member declares an interest or is unable to sit on the Committee the Council will elect a substitute. Members appointed June 2018 are Councillors Hook, Kaur & Smyth

Voting

Voting will be as prescribed in the Standing Orders of the Council.

Meetings

The Committee will meet on an ad-hoc basis as necessary to respond to complaints against the Council's administration or its procedures. A minimum of 3 clear days' notice will be given of all meetings. The Committee may defer dealing with any complaint if it believes issues arise on which further advice is necessary.

Attendance at meetings

The Committee may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the next Council meeting in public.

Functions

The Committee shall investigate each complaint in accordance with the Complaints Procedure (attached).

Adopted June 2018

Reviewed June 2019

Next review June 2020