

# **Easton** on the **Hill** Parish Council

## **COMPLAINTS COMMITTEE TERMS OF REFERENCE**

Adopted on 12<sup>th</sup> August 2019

Original \_\_\_\_\_ Signed (Chairman)

Date	Details of any revision

Schedule of review: August 2020

## Authority

The Complaints Committee is an advisory committee and is appointed by and solely responsible to Easton on the Hill Parish Council.

The Committee duties are defined and agreed by the Main Council who may vote, at any time, to modify the Committee's powers. The committee will meet as and when required.

The complaints procedure should be read and adhered to in conjunction with these terms of reference.

## Membership

All members of the Committee will be members of the Parish Council. The Committee will consist of no fewer than four elected Councillors - quorum at the Committees meetings will consist of no fewer than three elected members.

At its first meeting it will elect a Chairman to preside at its future meetings and will also elect a Vice Chairman if it wishes – to be re-elected each year after the Annual Parish Council meeting.

## Responsibilities

- The committee will meet as necessary to respond to complaints against Easton on the Hill Parish Council as a corporate body, following the complaints procedure.
- The committee will decide whether the nature and circumstances of the meeting warrant the exclusion of the press and public. Any decision on a complaint shall be announced at the full council meeting in public.
- If necessary, the committee will be responsible for deciding on the nature of the complaint ie whether the allegations are complaints about the Parish Council (wholly or partly) or complaints about an employee (the Clerk) or an individual Councillor, and then decide on the appropriate way to deal with it.
- Complaints against individual Councillors are dealt with by the Monitoring Officer as possible Code of Conduct complaints.
- The committee will decide on the validity of any complaints.
- In some circumstances, correspondence sent to the Clerk will be dealt with satisfactorily without the need to use the complaints procedure. However, where the complainant is not satisfied with the Clerk's response, they can ask for the complaint to be dealt with by the complaints committee.
- The committee will decide on any action to be taken regarding the complaint and this will be announced in public at the next full council meeting.
- Minutes of the meeting shall be taken by the Clerk, however if the meeting is excluded from the press and public, these will not be made public.