

Steeton with Eastburn Parish Council



Complaints Committee Terms of Reference

Adopted 03/11/2021	Planned date of review November 2023
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	Print name	Signature	Date
Chairman	D. Mullen		03/11/2021

The Complaints Committee ('the Committee') is a Committee of Steeton with Eastburn Parish Council ('the Council').

1. The Committee shall comprise of three Parish Councillors. Membership of the Committee will be decided by the Parish Council.
2. The Committee and Chairman will be elected each year at the Annual Parish Council meeting.
3. The quorum for meetings is three.
4. Existing Members will be eligible for re-election.
5. The Committee will meet as necessary to respond to complaints against members of the Parish Council, the Parish Council as a corporate body, or its employees, which cannot be dealt with via the Complaints Procedure.
6. A minimum of 3 days clear notice will be given of all meetings.
7. The Parish Council shall consider whether the circumstances of the complaint warrant the exclusion of the public and press pursuant to section 1(2) of the Public Bodies (Admission to Meetings) Act 1960 but any decision on the complaint will be announced at the Council meeting in public.
8. The Complaints Committee will be responsible for the following:
 - To follow the process as laid down in the Councils Complaints Procedure and Vexatious Complaints policy.
 - To make a decision on any formal complaint made about the Parish Council as a corporate body, to be announced at the subsequent full Council meeting
 - If appropriate, to make a recommendation to the Council on any remedial action to be taken regarding any valid complaint against the council
9. The minutes of the meeting will be taken by the Parish Clerk, but as they are a confidential document they will not be in the public domain.
10. The decision will be relayed to the complainant within seven working days of the date of the meeting.
11. Whilst maintaining confidentiality, all decisions and action taken by the Complaints Committee will be reported back to the next full council meeting.
12. The decision of the Complaints Committee is final and there is no right of appeal.