

HOLLINSWOOD & RANDLAY PARISH COUNCIL

Complaints and Appeals Committee

Terms of Reference

Elections and Set up of Committee:

The Full Council, at its Annual General Meeting, shall elect Members to this Committee. Members will remain in post until the next Annual General Meeting unless they cease to be a Member of the Parish Council during the year.

Membership will consist of 3 Members with a Quorum of 3. If a member has to declare an interest and cannot take part, or has to send apologies, an appropriate substitution will be agreed by Full Council.

A Chairman and Vice Chairman will be elected at the first meeting of the Committee.

The first meeting will confirm its Terms of Reference.

The Committee shall act under the Standing Orders of the Council at all times.

Strategic Aim:

To effectively manage any appeal situation.

To deal with any complaint, that is referred to the Committee by the Clerk or Chairman of any other Committee.

Activities:

Apart from the annual meeting of the committee, meetings will be arranged as required to deal with a specific issue.

Roles and Responsibilities:

- To meet only to discuss any complaint or appeal situation.

Meetings

There will be an annual meeting in May / June of each year.

Additional Meetings may be called by the Chairman, in consultation with the Clerk, as and when required.

If the complaint / appeal involves the Clerk, one member of the Committee will act as minute-taker. The Committee may resolve to involve a HR consultant.

Review

Any members of this committee may call a meeting via the Clerk and include on the Agenda a proposal for any item within the Terms of Reference to be discussed.

SignedDate.....