

SHAVINGTON-CUM-GRESTY PARISH COUNCIL

COMPLAINTS COMMITTEE

TERMS OF REFERENCE

- 1 The Complaints Committee is a Committee of the Parish Council (under S.101 of the Local Government Act 1972).
- 2 The Committee shall be a Standing Committee (to be re-appointed at the Annual Meeting) comprising a minimum of three parish councillors (one of whom shall be the Chairman of the Council) with two substitutes.

(Note: S.106 and Schedule 12 of the Local Government Act 1972 require that a quorum for a meeting should be no fewer than three. For this reason, it is advisable to appoint two substitutes to ensure that there is a quorum in the event of a substantive Member being unavailable for a meeting.

This will also address the situation where a substantive Member may need to be replaced owing to a conflict in respect of the complaint.)
- 3 The Chairman of the Parish Council shall chair the Committee. In the event of the Chairman not being present, a Chairman for the meeting shall be elected from the remaining Members.
- 4 The quorum of the Committee shall be three.
- 5 The Committee shall meet on an *ad hoc* basis.
- 6 Notice of meetings shall be in accordance with public notice requirements as set out in the Public Bodies (Admission to Meetings) Act 1960.

(It should be noted that the nature of the subject matter of complaints is likely to require the exclusion of the press and public for either part or whole of a meeting.)
- 7 Minutes of Committee meetings shall be prepared by the Clerk and submitted to the next Committee for approval. The draft minutes shall be submitted to the Parish Council for information.
- 8 Voting shall be in accordance with the Parish Council's Standing Orders.
- 9 The Committee shall investigate each complaint in accordance with the Complaints Procedure (attached as Appendix).
- 10 The Terms of Reference shall be reviewed at the Parish Council's Annual Meeting.