



<b>Title:</b>	<b>Constitution of the Council (Part 3F: Complaints Panel)</b>
<b>Owner:</b>	<b>Angela Wakefield</b>
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**Adopted by Full Council on 19<sup>th</sup> May 2017**



# FUNCTIONS AND PROCEDURES OF THE COMPLAINTS PANEL

## 1 FUNCTIONS OF THE COMPLAINTS PANEL

### ONLY FULL COUNCIL CAN AMEND THE FUNCTIONS OF THE COMPLAINTS PANEL

- 1.1 The following powers and functions will be the responsibility of the Complaints Panel:
  - 1.1.1 To consider and decide on complaints brought by members of the public and referred to it under the Council's Complaints Procedure (see Part 4C) relating to the delivery of Council services, but excluding matters which are, or may be, the subject of litigation or other judicial or quasi-judicial processes.

## 2 PROCEDURES OF THE COMPLAINTS PANEL

### THE COMPLAINTS PANEL CAN AMEND THE PROCEDURES WHICH IT FOLLOWS

#### MEMBERSHIP

- 2.1 Membership will be a total of 3 to reflect the political make-up of the Council.

#### MEETINGS

- 2.2 All meetings of the Panel shall be held at the Town Hall Burton upon Trent at 10.00am unless previously agreed by the Panel.
- 2.3 The Panel will meet so often as may be required to perform the functions of the Panel.

## CHAIRMAN AND VICE-CHAIRMAN

2.4 The Council shall appoint the Chairman and the Panel shall appoint the Vice-Chairman.

## RIGHT TO ATTEND

- 2.5 Meetings of the Committee shall be open to the press and public except for confidential business.
- 2.6 All Councillors formally appointed to the Panel by the Council have the right to attend and to vote at meetings of the Panel.
- 2.7 Other Councillors who are not formal members of the Committee may attend meetings of the Committee, except where Exempt Information is likely to be disclosed. If Exempt Information is likely to be disclosed, they can only attend such meetings if they can demonstrate that their attendance is necessary to perform their duties as a Councillor. If they do attend, they may ask the Chairman for consent to speak (giving reasons). The Chairman may seek the views of the Committee before making a decision. If the Chairman gives such consent, the Councillor may take part in the debate when invited to do so by the Chairman (but may not vote).

## QUORUM

2.8 A quorum shall be no less than 2 Councillors.

## COMPLAINTS PROCEDURE

2.9 The Complaints Panel shall follow the procedures set out in the Council's Complaints Procedure – see Part 4C.

## REPORTING ARRANGEMENTS

2.10 Where necessary the Panel will make reports and recommendations to the Executive and/or Full Council arising from the outcome of their work.

## APPLICATION OF COUNCIL MEETING PROCEDURE RULES

- 2.11 Save where inconsistent with these Rules, proceedings at the Panel will be governed as set out in Rule 23 of the Council Meeting Procedure Rules – see Part 3A.