



DRAFT
COMPLAINTS COMMITTEE
TERMS OF REFERENCE

Membership:	Mayor plus four town councillors
Non-councillor:	Independent experts are permitted – no voting rights
Quorum:	Three town councillors with voting rights
Meetings:	As required

1. Introduction

- 1.1 The Committee shall be responsible for the considering complaints under the provisions of the Town Council's Complaints Policy and Procedure.
- 1.2 The transaction of the meeting shall be in accordance with the procedure set out in the Complaints Procedure.

2. Membership

- 2.1 The Complaints Committee shall consist of the Mayor and four Town Councillors to be elected, should a complaint be made that requires the committee to be convened.
- 2.2 Three members of the Committee shall constitute a quorum.
- 2.3 The Mayor will Chair this committee, a deputy chair will be elected at the first meeting of this committee.
- 2.4 In the event of the resignation, disqualification, or death of a Councillor during the year any vacancy on the Complaints Committee will be filled at the next meeting of the Full Council.
- 2.5 Substitutions are not permitted.

3. Meetings

- 3.1 Meetings will be called as required.
- 3.2 Public notice of meetings shall be given in accordance with Schedule 12, Paragraph 10(2) of the Local Government Act 1972.

4. Documentation

- 4.1 Minutes of all meetings will be recorded by the Town Clerk or other officer and circulated for information at Full Council meetings.
- 4.2 Reports, documents and correspondence relating to this Committee are available to Full Council on request except where the meeting has resolved to exclude the press and public.
- 4.3 All correspondence shall be conducted through the Town Clerk or Mayor if the complaint is regarding the Town Clerk.

5. Scope

- 5.1 To arrange for the preparation and collation of evidence
- 5.2 To follow the process as laid down in the Councils Complaints Procedure
- 5.3 To make a decision on any formal complaint made about the Town Council as a corporate body, to be announced at the subsequent Full Council meeting
- 5.4 If appropriate, to make a recommendation to the Council on any remedial action to be taken regarding any valid complaint against the council.

6. Review

- 6.1 The Complaints Committee's Terms of Reference are to be reviewed annually.