Hebden Royd Town Council — AGENDA

Complaints Committee — Monday, 23 November 2026

Issued: Wednesday, 18 November 2026

Dear All,

Notice is hereby given of a public meeting of the **Complaints Committee** to be held at **6:30 PM** on **Monday, 23 November 2026** at the **Greenwood Room**. Members of the public and press are welcome to attend in accordance with the Public Bodies (Admission to Meetings) Act 1960. This notice is given under paragraph 10(2) of Schedule 12 to the Local Government Act 1972.

Yours sincerely,

Emma Green

Emma Green
Town Clerk to Hebden Royd Town Council
Emma.Green@hebdenroydtowncouncil.gov.uk

AGENDA

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1. APOLOGIES FOR ABSENCE

To receive apologies and reasons for absence.

2. MEMBERS INTERESTS RELATING TO AGENDA ITEMS

Members are invited to declare any disclosable pecuniary interests or other registrable interests in items appearing on this agenda, in accordance with the Council's Code of Conduct.

3. MINUTES OF THE MEETING HELD 14 SEPTEMBER 2026

To approve the minutes as a correct record and raise any matters arising not itemised on the agenda.

4. TERMS OF REFERENCE

To receive the Terms of Reference for information.

5. EXCLUSION OF THE PUBLIC AND PRESS

To RESOLVE that, under the Public Bodies (Admission to Meetings) Act 1960 s.1(2), the public and press be excluded from the remainder of the meeting by reason of the confidential nature of the business to be transacted.

6. COMPLAINT AGAINST HEBDEN ROYD TOWN COUNCIL *(Exempt)*

To receive and consider correspondence containing a formal complaint against Hebden Royd Town Council made on 26 August and where an initial response has been provided, and to decide on action as appropriate

APPENDIX I — Public Documents

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3. MINUTES OF THE MEETING HELD 14 SEPTEMBER 2026

Minutes for Complaints Committee 14.09.26.pdf

4. TERMS OF REFERENCE

HRTC Complaints Committee Terms of Reference.pdf

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COMPLAINTS COMMITTEE
held MONDAY 14 SEPTEMBER 2026 at
COUNCIL CHAMBER, HEBDEN BRIDGE TOWN HALL

PRESENT
Councillors Woodhead (Chair), Cammack, Macdonald, Parry and Trickett

Minutes E Green

ABSENT
Councillors All committee members were in attendance.

MINUTES

26(CC)233	**1. Apologies for Absence and any substitutions.** There were no apologies received at this meeting.
26(CC)234	**2. Members` Interests relating to agenda items for this meeting.** There were no pecuniary interests reported at this meeting. It was acknowledged that all members of the committee had some previous awareness of the matters to be discussed.
26(CC)235	**3. TERMS OF REFERENCE** To note the Terms of Reference as adopted by the Full Council.
The chair re-ordered the agenda	
26(CC)236	**5. EXCLUSION OF THE PRESS AND PUBLIC** The members of the committee considered the exclusion the public and press under the Public Bodies (Admissions to Meetings) Act 1960 during consideration of items of a confidential nature. **RESOLVED:** to exclude members of the public and press under the Public Bodies (Admissions to Meetings) Act 1960 during consideration of items of a confidential nature.
26(CC)237	**4. COMPLAINT REGARDING HEBDEN ROYD TOWN COUNCIL** The chair reported that an initial response had been provided to the complainant stating that the Complaints Committee would be convened to consider the complaint. The reason for this is that the complexities of the complaint are such that it would not be appropriate to give a first stage response from either the Town Clerk or Mayor without detailed consideration. The chair outlined that the purpose of this meeting was to consider the process and ensure that the correct procedure is

	followed to ensure a fair and robust consideration of the complaint. Councillors discussed what information would be required for them to be able to reasonably consider each point raised in the complaint. **RESOLVED:** that the following actions be agreed 1. That an independent minute taker will be appointed to minute all future meetings of the Complaints Committee. 2. That the Town Clerk and officers will collate the information held by the Town Council in relation to each of the points raised by the complainant. Given the already limited capacity of the Town Council office, it was agreed that overtime will be paid to support this additional workload. 3. Once the information has been prepared and considered, the complainant will be invited to present their complaint in detail at a meeting of the Complaints Committee. 4. Cllr Woodhead will report to the outcome of this meeting to the complainant within seven days.

Meeting finished at 7:30pm.

Hebden Royd Town Council

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.