

EXMINSTER PARISH COUNCIL
COMPLAINTS COMMITTEE
TERMS OF REFERENCE

The Complaints Committee ('the Committee') is a Committee of Exminster Parish Council ('the Council').

1. Membership

The Committee shall comprise of three Parish Councillors to be drawn from the whole Council. Membership of the Committee will be decided by the Parish Council, but will always include either the Chairman or Vice-Chairman. In the case of both the Parish Council Chairman and Vice-Chairman being ruled out of involvement with the Committee, then the Proper Officer will confer with the remaining members of the Council as appropriate.

The Chair of the Committee will be the Parish Council Chairman or Vice Chairman or in the absence of both, decided by the three Councillors present.

2. Voting

Each Member of the Committee has one vote. The Committee Chairman may give an original vote on any matter put to the vote, and in the case of an equality of votes may exercise a casting vote whether or not they gave an original vote.

3. Meetings

The Committee will meet as necessary to respond to complaints against the Council's administration or its procedures which cannot be dealt with on an informal basis.

A minimum of 3 clear days' notice will be given of all meetings.

The Committee may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at a further meeting after the advice has been received

4. Attendance at meetings

The Committee may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.

5. Functions

- The Committee will arrange for the preparation and collation of evidence
- The complainant shall be invited to attend a special meeting convened for the purpose and bring with them a representative if they wish.
- The Chairman of the Committee will explain the procedure for the meeting.
- All relevant parties will be given the chance to speak if they so wish.
- The Committee will decide on the validity of any complaints.
- The Committee will arrange for the collection of evidence as required.
- The Committee will decide on any action to be taken regarding any valid complaint against an individual Councillor, the council as a corporate body or any employee of the council.
- As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.

10. Review

The Terms of Reference should be reviewed by the Council in June of each year or earlier if deemed necessary.