

Sourton Parish Council

Terms of Reference for the Complaints Committee

1. The Committee will be known as the Complaints Committee and is a Committee of Sourton Parish Council.
2. The Parish Council's Standing Orders will apply to this Committee.
3. This Committee is not authorised to review complaints relating to employees or councillors.
4. This Committee is only authorised to review and act on complaints that have been referred following the Sourton Parish Council Official 'Complaints Policy'.
5. The Chair and the Clerk to the Council will decide if the Committee is required to meet in line with the Sourton Parish Council Official 'Complaints Policy'.
6. This Committee will meet on an ad-hoc basis as and when required.
7. The Committee will have responsibility for the following:
 - a) The Committee is appointed to review referred complaints and decide a course of action on behalf of the council for administration by the Clerk without delay.
 - b) The Committee will report any action taken to the Full Council
8. There will be 4 members of this Committee.
9. The Chair and Vice Chair will be appointed by the Full Council.
10. The Quorum of the Committee will be 3.
11. The membership of the Committee will be reviewed annually at the annual meeting of the Council.
12. The Clerk will provide secretariat services.
13. The minutes of the meeting will go to the next Council meeting for ratification.