

AGENDA NO 3

APPEALS AND COMPLAINTS COMMITTEE PROCEDURE FOR MEETINGS

1. The complainant/objector (if he/she wishes to attend the meeting) and the officer representing the Council will be in attendance from the commencement of the item.
2. The Chairperson will introduce the Committee and will explain that they are here to hear both sides of the complaint/objection and to come to a decision based on the facts and the merits of the case.
3. The Chairperson or Clerk will explain the procedure i.e.
 - i. The complainant/objector presents his/her case.
 - ii. Officers and Members of the Committee will be given an opportunity to ask questions of the complainant/objector.
 - iii. The officer responds to the complaint/objection.
 - iv. The complainant/objector and the Committee will be given an opportunity to ask questions of the officer.
 - v. Final statement by the officer representing the Council
 - vi. Final statement by the complainant/objector.
4. Both parties, i.e. the complainant/objector and the officer representing the Council will then be asked to leave the room whilst the Committee comes to a decision.
5. Both parties will be invited back into the room and the Chairperson will advise the parties of the Committee's decision and the reasons for making it.
6. A decision in writing will be sent to both parties within seven days.