

## **Corporate Complaints Committee**

### **Composition and role**

The Committee comprises of nine County Councillors and its role is to consider complaints made by members of the public against the Council under its Corporate Complaints Procedure.

This Committee will normally be dealing with confidential information and consequently the greater part of its meetings will be in private.

### **Terms of Reference**

The Committee shall carry out the following function:

#### **Complaints**

1. To consider any complaint made against the Council by a member of the public, when the complaint has not been satisfactorily resolved by the Service Area, to whom the complaint was made, and the complaint is referred to the Committee for their consideration in accordance with the Council's Corporate Complaints Procedure.

2. To continually improve the service it delivers the Complaints

Committee may annually assess how complaints were dealt with on a random sampling basis.

(NOTE: The Committee do not consider Complaints relating to Children's and Adult's Social Care functions for which separate, statutory procedures exist).