

## **COMPLAINTS COMMITTEE – APPEALS PROCEDURE**

### **PROCEDURE FOR HEARING BEFORE THE COMMITTEE**

1. All papers will be provided to Members of the Committee the complainant and the service involved five clear working days before the meeting.
2. The complainant and an officer from the service concerned will be given the opportunity to attend the meeting of the Committee.
3. The Chairman of the Committee will introduce the members of the Committee and the persons present at the meeting to the complainant and the officer of the service involved.
4. The complainant, if attending, will be given the opportunity to address the Committee (20 mins max).
5. The service manager/representative will be given the opportunity to address the Committee (20 mins max).
6. Members of the Committee may ask the complainant or the service manager/representative questions at any convenient time in the process.
7. Witnesses may not be called nor will legal or other representation be permitted. If a person feels aggrieved or disadvantaged by this they may ask the Committee to consider the matter.
8. The Committee will come to a decision in the absence of the complainant and the officer of the service concerned but in the presence of the Clerk to the Committee who will advise the Committee if required on matters of procedure or law.
9. The complainant and service involved will be informed in writing of the Committee's decision.