

Corporate Complaints Committee
Meeting to be held on 5 February 2018

Electoral Division affected:
None

Constitution, Membership, Chair and Deputy Chair and Terms of Reference

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Executive Summary

This report sets out the constitution, membership and terms of reference of the Corporate Complaints Committee for the municipal year 2017/18.

Recommendation

The Committee is asked to note the report.

Background

i. Constitution, Membership and Chair and Deputy Chair

The Full Council at its Annual Meeting on 25 May 2017 agreed that the Corporate Complaints Committee shall comprise 7 County Councillors (on the basis of 4 Conservative members and 3 Labour members). Nominations of County Councillors to serve on the Committee were submitted to the former Director of Governance, Finance and Public Services by the respective political groups.

The County Councillors appointed to serve on the Committee for the following year are:

A Gardiner	G Oliver
J Cooney	J Purcell
T Aldridge	G Wilkins
Y Motala	

The Full Council appointed County Councillor G Wilkins and A Gardiner as chair and deputy chair of the Committee.

ii. Terms of Reference

The Committee shall carry out the following functions:

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 does not consider Complaints relating to Children's and Adult's Social Care functions for which separate, statutory procedures exist).

Consultations

N/A

Implications:

This item has the following implications, as indicated:

Risk management

There are no significant risks associated with this item.

Local Government (Access to Information) Act 1985
List of Background Papers

Paper	Date	Contact/Directorate/Tel
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Reason for inclusion in Part II, if appropriate

N/A