

Frame of Reference for Complaints Committee.

**This frame of reference is to be read in conjunction with the Mayfield PC Comments and Complaints procedure policy.**

1. The committee is appointed each year in the Annual Meeting in May.
2. The committee is made up of 3 Parish Councillors, and 2 substitute Councillors.
3. Mayfield Parish Council will receive complaints, using the Complaints form, provided in the Comments and Complaints procedure policy document.
4. The complaint will be added to the Agenda for the next Parish Council meeting. A vote by full Council will be taken to confirm the complaint meets the complaints criteria, set out in the Comments and Complaints procedure policy.
5. If the Complaint meets the criteria, a meeting of the Complaints Committee will be convened as soon as practicable, by way of the issuing of an Agenda. The Agenda will be issued by the Clerk, giving 3 clear (working) days' notice of the meeting, items on this Agenda, may require public exclusion. (Public Bodies (Admission to Meetings) Act 1960).
6. A meeting of the Complaints Committee will be held in a suitable venue (not licensed premises).
7. The complaints committee will report back to the full Parish Council within 21 working days of the date of the committee meeting.
8. The full Council will make a decision at the next Parish Council Meeting after the report has been provided.

If an Appeal is launched, a separate committee will be appointed in the next Parish Council meeting and a meeting will be convened in a suitable venue, as soon as practicable, by issue of Agenda giving 3 clear (working) days' notice. The Appeal Committee will respond within 15 working days to the full Council, the Appeal Committee decision is final.

Mayfield PC Complaints Committee or Appeal Committee, does not deal with complaints about Parish Councillors, if you have a complaint about a Parish Councillor, then please direct this to the East Staffordshire Borough Council (ESBC) Monitoring Officer – [monitoring.officer@eaststaffsbc.gov.uk](mailto:monitoring.officer@eaststaffsbc.gov.uk) or by telephoning 01283 508 000, from 9:00am - 5:00pm on Monday to Friday.

Created to be read in conjunction with Complaints Procedure	Version Number	Revision/Amendment Made	New Review date
12.09.2023	1	Frame of Reference agreed with SLCC 19.09.2023	May 2024
7.5.2024	2	Amend clause 2	May 2025