

TERMS OF REFERENCE – COMPLAINTS COMMITTEE

These terms of reference should be read in conjunction with Thornbury Town Council Standing Orders.

1. COMPOSITION

- 1.1 The Committee shall consist of 3 Councillors.
- 1.2 Membership of the committee shall change for each complaint to be considered.
- 1.3 The Chief Executive Officer is delegated to elect members to the Committee as required, based on best availability, and rotating councillor membership as far as possible.

2. CHAIR

- 2.1 The Committee Chair shall be elected at the start of each meeting where a new complaint ('Formal Complaint (Second Stage)') is to be considered.
- 2.2 The Chair elected under 2.1 shall stand until a meeting is convened to consider a new complaint, with a new panel, at which point a new Committee Chair shall be elected as per 2.1.

3. QUORUM

- 3.1 The Committee shall be subject to a quorum of 3.

4. CONDUCT OF THE MEETING

- 4.1 All meetings of the Committee shall be convened in accordance with Thornbury Town Council standing orders and current legislation.

5. AREA OF OPERATIONS

The Committee shall be responsible for the following Town Council functions:

- 5.1 Considering complaints under the 'Formal Complaint (Second Stage)' provisions of the Town Council's Complaints Policy and Procedure.
- 5.2 The transaction of the meeting shall be in accordance with the procedure set out in the Complaints Policy and Procedure.

6. POWERS AND RESPONSIBILITIES

- 6.1 To determine the outcome of 'Formal Complaint (Second Stage)' complaints, as defined in the Complaints Policy and Procedure.

7. HEALTH AND SAFETY

- 7.1 To satisfy itself that Health and Safety and governance procedures are being followed in relation to the Finance Committee remit.

8. ENVIRONMENT

- 8.1 To give due consideration to environmental, conservation and climate change matters in carrying out the functions of the Committee and in reaching all decisions.

9. EQUALITY AND DIVERSITY

- 9.1 To consider equality and diversity (race, gender, sexual orientation, marital status and disability), tackling disadvantage, reducing social exclusion, and supporting society's most vulnerable groups, in carrying out the functions of this Committee.