

**EDGMOND PARISH COUNCIL**  
**Complaints & Appeals Committee**  
**Terms of Reference**

**Elections and Set up of Committee:**

The Full Council, at its Annual General Meeting shall elect Members to this Committee. Members will remain in post until the next Annual General Meeting unless they cease to be a Member during the year.

Membership will consist of 3 Members with a Quorum of 3 for any Appeal Meeting.

The first meeting of the Committee shall elect a Chairman and Vice Chairman and confirm the Terms of Reference. A quorum is not necessary for this set-up meeting. The Committee shall act under the Standing Orders of the Council at all times.

**Aim:**

To deal with any Complaint, received in writing through the Complaint's Procedure and in accordance with the policy.  
Alternatively, to deal with any Appeal that may be received, following a matter dealt with by the Chairman of the Parish Council in liaison with the Clerk.

**Meetings:**

To meet, early in the municipal year, to set up the Committee and to agree it's Terms of Reference.

To meet, as soon as possible, following receipt of a complaint or appeal.

Minutes of all meetings remain confidential to the Committee and Chairman of the Council.

Meetings will be called as and when required.

All meetings will be recorded and a report to the next Full Council will be made available in verbal form for all Members to be kept informed.

**Review:**

Members of this committee may call a meeting via the Clerk and include on the Agenda a proposal for any item within the Terms of Reference to be discussed.

Signed .....Date.....