Terms of Reference for the Complaints Committee

Definitions
In this document the following terms have the meanings assigned to them below: -

Chairman	The Chairman of the Committee
Committee	The Complaints Committee of the Council
Committee Member	Any person participating in the committee's work under the arrangements set out in the Section headed 'Membership and Quorum'.
Member	An elected or co-opted member of the Stapeley & District Parish Council

1. **General**
   a) These Terms of Reference define the Council's specific responsibilities delegated to the complaints Committee. The conduct of all aspects of the Committee's work shall be treated as confidential and be governed by the Council's Standing Orders.
   b) Specific delegated responsibility decisions of the Committee shall be binding on the Council.
   c) The Committee has no power to authorise expenditure on behalf of the Council. Any expenditure required by the committee as a result of their work will need to be approved by full Council.
   d) Members of the public have no rights to attend confidential sessions of the meetings of the Committee.
   e) The committee will meet on an ad hoc basis as required.
   f) Notice of meetings and publication of agenda to comply with the Council's statutory obligation.
   g) These Terms of Reference are in accordance with the Council's Standing Orders.

2. **Duties & Scope of Delegated Responsibilities**
   The Committee shall undertake the following duties on behalf of the Council:
   a) To consider and investigate complaints received by the Council in accordance with the Council's Complaints Procedure.
   b) To ensure that complaints are handled fairly, transparently and without bias.
   c) To report to the Council on the outcome of any complaint investigated by the Committee, ensuring that any confidential or sensitive personal data is protected in accordance with the Data Protection Act 2018.
   d) To consider whether any policy or procedure needs to be reviewed as a result of a complaint.
   e) To exclude the press and public from meetings where necessary to protect the confidentiality of complainants and any third parties.

3. **Powers**
   a) The Committee shall have no other powers except those set out above.

4. **Membership and Quorum**
   a) The committee shall consist of 4 members all of whom shall be elected from members of the Council.
   b) The Chair of the Council shall be appointed a member of the Committee and shall also chair the Committee.
   c) In the absence of the Chair of the Council, the Committee shall appoint one of its members to act as Chairman for that meeting.
   d) The quorum shall consist of 3 committee members.
   e) The Committee may appoint substitute members to ensure that the Committee can reach a quorum.

5. **Review**
   a) These Terms of Reference shall be reviewed annually by the Council.

These terms of reference were adopted by council at the meeting held on the 16th June 2025.