



# WENDOVER PARISH COUNCIL

The Clock Tower, High Street, Wendover,  
Aylesbury, Buckinghamshire, HP22 6DU

## Terms of reference for the Wendover Parish Council Complaints Committee

### 1. Authority

The Complaints Committee is appointed by and is solely responsible to Wendover Parish Council (WPC). The Committee's duties are defined and agreed by the Council who may vote, at any time, to modify the Committee's powers. The Committee will meet as and when necessary and the complaints procedure should be read in conjunction with these terms of reference.

### 2. Membership

All members of the Committee will be WPC Councillors.

The membership of the Committee will be reviewed annually but will consist of no less than **five and no more than eight Councillors**. A quorum at the Committee meeting will consist of no fewer than **three Councillors**. **At all times at least 3 Councillors should not be on the Complaints Committee**. The Vice Chair of the Council will automatically be an ex officio member of the Committee with full voting rights if in attendance bringing the maximum attendees to 9 Councillors.

The Chair of the Council will attempt to remain disinterested in Complaints committee activities so they can be called on to review the decisions of the Committee as a final arbiter in any complaints process.

### 3. Chair of the Committee

At its first meeting, following the Annual Council Meeting, the Committee will elect a Chair to preside at its coming meetings.

### 4. Responsibilities

- The Committee will meet as necessary to respond to complaints against Wendover Parish Council as a corporate body, following the complaints procedure. The committee will meet at least once a year to review the processes and procedures and will meet every month following a complaint until all actions have been taken and all recommendations followed through.
- The Committee will decide whether the nature and circumstances of the meeting warrant the exclusion of the press and public. If the complainant waves their right to confidentiality, the Council must still comply with its statutory obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data. Any decision on a complaint shall be announced at the full Council meeting in public.
- Complaints against individual Councillors are dealt with by the Monitoring Officer as possible Code of Conduct complaints.
- The Committee will decide on the validity of any complaints.
- In some circumstances, correspondence sent to the Clerk will be dealt with satisfactorily without the need to use the complaints procedure. However, where the complainant is not satisfied with the Clerk's response, they can ask for the complaint to be dealt with by the complaints Committee.
- Minutes of the meeting shall be taken by the Clerk, however if the meeting is excluded from the press and public these should continue to comply with the Data Protection Act 1998.