



## **BARTON UPON HUMBER TOWN COUNCIL**

### **COMPLAINTS COMMITTEE TERMS OF REFERENCE – 2026/2027**

These rules are supplemental to, and do not in any way override, the Town Council's Standing Orders &/or Financial Regulations.

#### **Membership of the Complaints Committee**

- a) Membership of the committee will be as decided at the Annual Town Council meeting each year, and will consist of a maximum of seven members.
- b) The committee shall be subject to a quorum of three members.
- c) To consist of no more than 5 members

#### **Chair / Vice Chair**

- a) The chair of the committee will be elected by the committee at its first meeting after the Annual Town Council meeting.
- b) The vice-chair of the committee will be elected by the committee at its first meeting after the Annual Town Council meeting.

#### **Conduct of Meetings**

- a) All meetings of the complaints committee will be convened in accordance with the Town Council's standing orders.
- b) Meetings will be minuted

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#### **The Committee shall be authorised to:**

- a) Receive and consider complaints referred under the council's complaints procedure;
- b) Request such information, reports or evidence as may be necessary to investigate a complaint;
- c) Interview or receive representations from complainants, Members, officers or other relevant persons;
- d) Determine whether a complaint is upheld, partially upheld or dismissed;
- e) Recommend appropriate actions, remedies or procedural improvements arising from complaints;
- f) Report its findings and recommendations to the full council where appropriate;
- g) Monitor recurring complaints and recommend improvements to council policies, procedures or administration.

### **Exclusions**

The Committee shall not consider:

- a) Complaints relating to the conduct of members where such matters fall within the jurisdiction of the Monitoring Officer or Standards regime;
- b) Matters subject to legal proceedings;
- c) Staffing matters relating to employees of the council, which shall be dealt with under the Council's employment procedures;
- d) Matters for which there is an established statutory appeals process.

### **Confidentiality**

All complaints and associated documentation shall be treated confidentially in accordance with data protection legislation and the council's policies.

### **Delegated Authority**

The complaints committee shall be empowered to act on behalf of the council in relation to complaints falling within these Terms of Reference, save where legislation or council policy requires determination by the full council.

### **Review**

These Terms of Reference shall be reviewed annually by the Town Council and amended as necessary.