



Minutes of the Complaints Appeal Committee held on 28 September 2023 at 14.00 in the Bungalow, 8 North Street, Credition, EX17 2BT

Present: Cllrs Harris, Backhouse, Cochran and Fawssett

Minute Taker: Emily Armitage, Administrative Officer

MINUTES

2309/1 ELECTION OF COMMITTEE CHAIR 2023/24

The meeting was opened at 14.11.

It was **resolved** to elect Cllr Cochran as Committee Chair (Proposed by Cllr Harris)

2309/2 APOLOGIES

There were no apologies.

2309/3 DECLARATIONS OF INTERESTS AND REQUESTS FOR DISPENSATIONS: TO RECEIVE DECLARATIONS OF PERSONAL INTEREST AND DISCLOSABLE PECUNIARY INTERESTS (DPI'S) IN RESPECT OF ITEMS ON THIS AGENDA

Cllrs Backhouse, Cochran and Fawssett declared personal interests as the complainant was known to them.

TO CONSIDER AND DISPENSATION REQUESTS (REQUESTS SHOULD BE MADE TO THE TOWN CLERK PRIOR TO THE MEETING)

There were no requests.

2309/4 PART II

It was **resolved** to move into Part II. (Proposed by Cllr Harris)

**2309/5 COMPLAINT APPEAL:
TO REVIEW THE PROCEDURE RELATING TO AN INDIVIDUALS COMPLAINT AND
TO CONSIDER WHETHER THE PROCEDURE WAS CARRIED OUT ACCORDING
TO THE ADOPTED COMPLAINTS POLICY**

Cllr Backhouse left the meeting at 14.27 and returned at 14.28.

The Town Clerk entered the room at 14.30 to provide an additional document providing a timeline of emails. The Town Clerk left the room at 14.38.

The Complaints Procedure was reviewed, alongside the documentation provided with the agenda.

It was **resolved** that the Complaints Procedures had been followed correctly. (Proposed by Cllr Harris seconded by Cllr Cochran: All in agreement).

It was **resolved** to recommend to the Council Affairs and Finance Committee that the procedure should be reviewed and simplified.

The meeting was closed at 14.53.

Signed

Dated.....