



Addendum 2

COMPLAINTS PROCEDURE – Hearing Process

The order of business for the complaint's panel meeting is normally in accordance with the National Association of Local Council's guidance as set out in Legal Topic Note 9E but may be amended by agreement (see addendum):

- (i) Chairman to introduce those present;
- (ii) Chairman to explain the procedure;
- (iii) Complainant (or representative) to outline grounds for complaint;
- (iv) Members to ask any question of the complainant;
- (v) If relevant, the Parish Clerk or other proper officer in attendance to explain the Council's position;
- (vi) Members and the complainant to ask any question of the Parish Clerk or other proper officer;
- (vii) Parish Clerk or other proper officer and the complainant to be offered opportunity of the last word (in this order);
- (viii) Parish Clerk or other proper officer and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made (if a point of clarification is necessary, both parties must be invited back);
- (ix) Parish Clerk or other proper officer and complainant return to hear decision, or to be advised when the decision will be made.

If the complainant has raised the matter with an elected Member of the Council, this Councillor cannot be able to participate when the Complaints Panel meets.

**Adopted by Gwinear-Gwithian Parish Council
on Monday 26th January 2015**