

TERMS OF REFERENCE

COMPLAINTS COMMITTEE

Approved at the Annual Meeting of Council 19 May 2015

1. Membership and Frequency of Meetings

Four places will be available for Members of the Council who will meet in Committee annually, following the Annual Meeting of Council, to elect a Chairman and Vice Chairman and otherwise as required to deal with formal complaints made against the Council.

2. Terms of Reference

- i) To agree a procedure for the handling of complaints made against the Council regarding matters over which the Council does or could exercise a power, duty or control.
- ii) To deal with formal complaints made against the Council in accordance with the agreed procedure referred to in paragraph 2 (i) above.