

Public Question – Complaints Procedure

Question from Parish Councillor C Hudson, to Councillor Mrs P Richardson, Chairman of the Complaints Panel

"I seek clarification of two points in the current implementation of Steps 3 and 4 in the Council's Complaints Procedure.

Step 3 used to involve a face to face meeting with a Corporate Director. This post apparently no longer exists. Does the Chief Executive or Deputy now have responsibility for Step 3 interviews?

Step 4 is an "arms length" review by a panel of members. Ward councillors are currently "gatekeepers" for Step 4, presumably as a filter against vexatious or frivolous complaints. Is there now

an additional power of veto vested in the Chief Executive to overrule ward councillors, and, if so, is this compatible with democratic accountability and possible conflict of interest?"