

4. COMPLAINT NO. 1/2010 – MR K JALALIAN, 202B HIGH ROAD, NORTH WEALD

- 4.1 To consider a complaint by Mr K Jalalian that the Council failed to respond appropriately to his request for the Pest Control service to deal with rats at his property and the refusal to pay him the amount of compensation he is demanding (£1,500).
- 4.2 Mr Jalalian will be attending the meeting to present his complaint supported by his wife. Ms J Filby, Complaints Officer, will present the Council's case assisted by Mr J Gilbert, Director of Environment and Street Scene. Mr J Nolan, Assistant Director, Environment and Street Scene and Ms A Mitchell, Assistant Director (Legal) will also be present to advise members of the Panel on any technical and legal issues as required.
- 4.3 The following order of proceedings has been agreed by the Council for consideration of complaints by this Panel:
- (a) Chairman's introductory remarks on the details of the complaint and how it will be heard;
 - (b) presentation of the case by the complainant (or representative) including any witnesses;
 - (c) questions by the Council representatives;
 - (d) questions by members of the Panel;
 - (e) presentation of the case for the Council, by the Council representatives including any witnesses;
 - (f) questions by the complainant or representative;
 - (g) questions by members of the Panel;
 - (h) summing up by Council representatives of the Council's case;
 - (i) summing up by the complainants (or representative) of the case for the complaint;
 - (j) consideration by the Panel of its findings in the absence of the complainant, their representative, and the Council's representatives; and
 - (k) recall of the complainant, (and/or representative) and Council representative to be informed of the Panel's decision (although the parties may indicate that they would prefer to leave and await the written notification).

- 4.4 The Panel may, with the agreement of the Council representatives and the complainant, reverse the order in which the cases for the Council and the complainants are presented.
- 4.5 The Panel shall consider its decision on the complaint in private. The Secretary to the Panel shall remain in the meeting whilst the Panel deliberates on its decision.
- 4.6 If, after excluding the complainant, their representative and the Council representatives, the Panel requires further information before making a decision, the Chairman shall call back the complainant, their representative and the Council representatives and ask further questions. No questions shall be asked or information sought by the Panel unless both sides are present.
- 4.7 The decisions of the Panel shall be confirmed in writing to the complainant and Council representatives within seven working days of the Panel hearing.
- 4.8 The minutes of the Panel hearing shall be circulated at the latest 14 working days after the Panel meeting.

Council's Case

- 4.9 The Council's statement is has been sent separately as Annex 1.

Complainants' Case

- 4.10 The statement submitted by the complainant has been sent separately as Annex 2.