

COMPLAINTS COMMITTEE

Terms of Reference

1. The Complaints Committee is an ad hoc committee which has been set up by the Parish Council to respond to complaints against the Council and its employees if and when they occur.
2. The Complaints Committee will be responsible for investigating complaints received by the Council.
3. The Complaints Committee will be responsible for deciding on the nature of a complaint i.e. whether the item(s) it contains are complaint(s) about the parish council (wholly or partly), or complaint(s) about an employee of the council (wholly or partly)
4. The committee will decide on the validity of the complaint item(s), and the appropriate committee under which the complaint should be managed.
5. If a complaint item proves to be against an employee it will be referred to the Parish Council Staffing Committee
6. If a complaint item proves to be against the Council the item stays with the Complaints Committee, which will follow the Complaints Procedure as set out in Ogbourne St George Parish Council Standing Orders (currently Appendix A).
7. All decisions made by the Complaints Committee will be referred to the full Council for approval.

STAFFING COMMITTEE

Terms of Reference

1. The Staffing Committee is an ad hoc committee which has been set up by the Parish Council to deal with all employment matters relating to Parish Council employee(s)
2. To provide employees of the Parish Council with a contract of employment covering all their employment entitlements
3. To provide employees of the Parish Council with job descriptions
4. To hear details of perceived grievances from employees and deal with them according to the Parish Council's Grievance procedure as contained in the Standing Orders
5. The Complaints Committee will be responsible for initially investigating complaints received by the Council and whether they are valid. The Complaints Committee will refer any complaint item(s) which it decides concern employees to the Staffing Committee. The Staffing Committee will then be responsible for deciding on the severity of the complaint item(s) and the appropriate council procedure under which the item(s) should be managed. This may include the Parish Council's Disciplinary procedure as contained in the Standing Orders.
6. All decisions made by the Committee in relation to employment and disciplinary matters involving an employee will be referred to the full Council for approval.