

Argyll and Bute Council
Comhairle Earra-Ghàidheal Agus Bhòid

Customer Services
Executive Director: Douglas Hendry

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26 March 2019

NOTICE OF MEETING

A meeting of the **COMMUNITY COUNCIL COMPLAINTS REVIEW PANEL** will be held in the **COUNCIL CHAMBERS, KILMORY, LOCHGILPHEAD** on **TUESDAY, 2 APRIL 2019** at **10:00 AM**, which you are requested to attend.

Douglas Hendry
Executive Director of Customer Services

BUSINESS

- 1. APOLOGIES FOR ABSENCE**
- 2. DECLARATIONS OF INTEREST**
- 3. COMPLAINT AGAINST LUSS AND ARDEN COMMUNITY COUNCIL**

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COMPLAINTS REVIEW PANEL

PROCEDURE NOTE

1. The Chair will welcome, introduce everyone, and outline this procedure.
 2. The members of the Panel will be invited to confirm that they have sufficient information before them to reach a view of the grounds of the complaint.
 3. If the Panel have sufficient information they will discuss and determine the complaint. This may be in the presence of the complainant and subject of the complaint should they choose to attend the meeting.
 4. If the panel have insufficient information they will be asked, by the Independent Advisor to the Panel, what additional information they require and who will be invited to provide this additional information. Consideration may be given at this stage as to whether a formal hearing would be beneficial or whether the Panel consider further written information would be sufficient to allow them to reach a conclusion.
 5. Upon receipt of the additional information, the Panel will be re-convened or a formal hearing called (see separate procedure for a hearing).
 6. At the re-convened meeting, steps 1 to 5 will be followed until such time as the Panel have sufficient information to determine the grounds of the complaint.
 7. If required, the Panel may receive advice at any stage of this procedure from the Independent Advisor. With exception of the members of the Panel and the Independent Advisor, no other attendees are permitted to participate in the process.
 8. If present at the meeting, both parties will be advised verbally of the decision and written confirmation will be provided from the Governance and Law Service within 7 days.
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