



Complaints and Grievance Sub-Committee

Terms of Reference

1. The Complaints and Grievance Sub-Committee is a sub-committee of the Finance and General Purpose Committee (F&GP) of Horsforth Town Council (the Council). This document sets out the written terms of reference of this sub-committee.
2. Any powers granted under these terms of reference shall be exercised in accordance with any written instructions which may be given by F&GP, and which F&GP may vary at any time.
3. The role of the Complaints and Grievance Sub-Committee consists of investigating any complaints, grievances and concerns raised by the Clerk, RFO or employee of the Council in accordance with Grievance and Disciplinary Policies as adopted by the Council.
4. The Complaints and Grievance Sub-Committee shall make recommendations to F&GP for better ways of working within Council changes.
5. The Complaints and Grievance Sub-Committee shall comprise 5 (five) members drawn from the Council, excluding the current Chair of Council; with the ability to co-opt individuals with specific skills and knowledge, for a specific period.
6. The Complaints and Grievance Sub-Committee shall meet as business requires, or as directed by F&GP.
7. The quorum shall be 3 (three) members. 2 (two) deputies can be appointed to alleviate any problems with numbers if a member of the sub-committee is named in a complaint, grievance or concern.
8. The Complaints and Grievance Sub-Committee shall have fully delegated powers to resolve any complaint, grievance or concern which has been raised and report its actions to the next meeting of F&GP.
9. The Complaints and Grievance Sub-Committee shall have the right to meet in closed session, without the attendance of non-members, should it see fit.
10. Any member of the Complaints and Grievance Sub-Committee found not acting impartially may be removed from the sub-committee.
11. Any member of the Complaints and Grievance Sub-Committee named in a complaint, grievance or concern may be asked to step down from the sub-committee for the duration of the complaint, and be subject to any recommendations made by any investigation.
12. Anyone having a complaint, grievance or concern about an elected member will be advised to contact the relevant external body.

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13. Should the complainant not accept the findings of the Complaints and Grievance Sub-Committee then the complainant shall be able to refer the complaint, grievance or concern to an Appeals Panel.
14. The Appeals Panel will comprise 3 (three) members and shall be drawn from other members of the Council who are not members of the Complaints and Grievance Sub-Committee.

Re-adopted: 27 May 2021

Reviewed: 7th July 2022, 18th May 2023 and 30th May 2024

Next review date: May 2025