

CANNOCK CHASE COUNCIL

APPEALS AND COMPLAINTS PANEL

PROCEDURE FOR DETERMINING AND ADJUDICATING ON STAGE 3 COMPLAINTS

General Points

- The Complainant, Members of the Panel and Officers shall be given notice in advance of the time, date and place of the meeting, together with a copy of the procedure for the hearing and a copy of the report relating to the Complaint(s) made against the Council.
 - The Complainant shall have the right to be represented by a legal representative or some other person of their choice and the right to call any witnesses in support of their case.
 - The Complainant would be invited to submit a written statement detailing the substance of the complaint(s) and included within the report so that Members of the Panel would be fully acquainted with the details.
1. The Chairman of the Appeals and Complaints Panel shall introduce the Members of the Panel and Officers.
 2. The Chairman shall ask for the Complainant, and/or their representative to introduce themselves.
 3. The Chairman shall outline the procedure to be followed at the hearing and ask all parties to confirm their understanding of the procedure and that they are content for this procedure to be followed. The Chairman shall also briefly explain why the Appeals and Complaints Panel has been convened.
 4. The Officer representing the Council shall present a report relating to the complaint(s) in the presence of the Complainant (and/or their representative) and call any witnesses.
 5. The Complainant (and/or their representative) shall have the opportunity to ask questions of the Officer representing the Council and any witnesses.
 6. Members of the Appeals and Complaints Panel may ask questions of the Officer representing the Council and any witnesses.
 7. The Complainant (and/or their representative) shall put their case in respect of the complaint(s) in the presence of the Officer representing the Council and call any witnesses.
 8. The Officer representing the Council shall have the opportunity to ask questions of the Complainant (and/or their representative) and any witnesses.
 9. Members of the Appeals and Complaints Panel may ask questions of the Complainant

(and/or their representative) and any witnesses.

10. The Officer representing the Council shall have the opportunity to sum up their case if they so wish.
11. The Complainant (and/or their representative) shall have the opportunity to sum their case if they so wish.
12. Members of the Appeals and Complaints Panel shall deliberate in private, accompanied by the Council's Legal Advisor and Secretary to the Panel, only recalling the other parties or their representatives to clarify points of uncertainty on evidence or submissions already given. If it is necessary to recall any party, all parties are to return, notwithstanding that only one party may be concerned with the points giving rise to doubt.
13. At the conclusion of their deliberations, the Chairman of the Appeals and Complaints Panel may inform the Complainant (and/or their representative) of the decision of the Panel, briefly explaining the reasons for the decision.
14. The Council's Legal Advisor shall inform the Complainant in writing of the decision together with reasons as soon as possible following the meeting, confirming the Panel's decision and giving reasons for that decision.
15. The Council's Legal Advisor shall advise the Complainant that if still dissatisfied the next and final step is to make a complaint to the Local Government Ombudsman.