

CANNOCK CHASE COUNCIL

MINUTES OF THE MEETING OF THE  
APPEALS AND COMPLAINTS PANEL

WEDNESDAY, 3 AUGUST, 2005 AT 10.00 A.M.

IN THE CIVIC CENTRE, BEECROFT ROAD, CANNOCK

PART 1

PRESENT: Councillors

Allen, F.W.C	Dixon, D.I.
Ansell, Mrs. P.A.	Easton, R.
Butler, R.D.	

1. **Appointment of Chairman**

Councillor R Easton was appointed Chairman for the meeting.

2. **Exclusion of Public**

RESOLVED:

That the public be excluded from the remainder of the meeting because of the likely disclosure of exempt information as defined in paragraph 4, Part I, Schedule 12A, Local Government Act 1972.

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PART 2

3. Complaint Against the Council's Housing Department

The Chairman outlined the procedure for determining and adjudicating complaints in accordance with Stage 4 of the Council's internal complaints procedure.

Consideration was given to the Not for Publication Report of the Head of Housing (Enclosure 5.1 – 5.4 of the Official Minutes of the Council).

Consideration was given to the oral and written submissions of the Council and the oral submissions of the Complainant and her representative. All parties were afforded the opportunity to ask questions of the other parties relating to the case. Following this, Members asked questions of the Complainant and the officers presenting the case. The Panel then deliberated in private.

All parties were invited back so that a technical question could be asked of the officer presenting the case. The Panel then deliberated further in private.

RESOLVED:

(A) That:

- i) A new central heating system be installed within 6 months,
- ii) Sufficient monies be set aside to ensure this,
- iii) The Council be responsible for the cost of any materials required, and
- iv) The Contractor be responsible for the cost of installation including all labour costs.

(B) Members should have access to all the information necessary to enable them to make a decision. If there are areas of technical knowledge that may be relevant, a technical officer should be present to ensure that Members' questions can be answered. Members also considered that a representative of the Contractor should have been present in this case.

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CHAIRMAN