

BUXTON TOWN TEAM CIC - PROCEDURE

SCRUTINY GROUP COMPLAINTS PROCEDURE

The spirit of this procedure is not to apportion blame nor to make judgements but to improve communication, resolve differences and improve practice.

1. This procedure shall be followed in the following circumstances

- (a) A formal complaint is made in writing or by email to the chairperson of the Scrutiny Group **by a director** against the Board of Directors
- (b) A formal complaint is made in writing or by email to the chairperson of the Scrutiny Group **by a majority of the directors** against a director or against a member
- (c) A formal complaint is made in writing or by email (directly or forwarded by the directors) to the chairperson of the Scrutiny Group **by a member of BTT** against a director or the Board of Directors.
- (d) A formal complaint is made in writing or by email (directly or forwarded by the directors or by another group of BTT) **by a member of the public** against a director or directors **UNLESS** the Scrutiny Group considers the complaint to be inappropriate, trivial or vexatious.
- (e) The Complaints Procedure may be followed in any other circumstances where the Scrutiny Group considers that it is appropriate to follow the Procedure.

2 (a) If a majority of the Scrutiny Group considers that the complaint is inappropriate, trivial or vexatious then the chairperson of the Scrutiny Group shall inform the Board (except for any individual member of the Board against whom a complaint has been made) in writing or by email, with an explanation of the rejection of the complaint.

(b) The Board may accept the rejection or may require the Scrutiny Group nonetheless to follow the Complaints Procedure.

(c) If the Board does accept the rejection of the complaint it will inform the chairperson of the Scrutiny Group who shall write to the complainant explaining why the complaint is rejected and how the the issue should be dealt with. All members of the Board shall receive a copy of the letter to the complainant.

(3) In the event of a complaint against the Scrutiny Group or against a member of the Scrutiny Group, the matter shall be referred to the Board.

(4) In the event of a substantive complaint that requires formal consideration, the following procedure shall be followed:

(a) No member of the Scrutiny Group shall comment on the case other than to other members of the Group until a report has been made by the Group and accepted by the Board of Directors.

(b) the members of the Scrutiny Group shall consider the complaint as presented together with any comments by directors and draw up a set of questions to be put to both of the parties of the complaint.

(c) The parties of the complaint shall be invited to meet separately with designated members of the Scrutiny Group to discuss answers to the questions.

(d) At any such meeting the member or members of the Scrutiny Group present will produce a set of notes of the discussion. These notes will be seen by the party concerned to provide them with the opportunity to check the record or to amend any of their observations. The notes shall remain confidential and be used solely to inform the report.

(e) If one or both parties declines to meet with members of the Scrutiny Group, the Group may provide the party with the set of questions with an invitation to provide written answers within a specified time.

(f) The Scrutiny Group will consider any answers to the set of questions and also any emails or letters written by the parties involved, whether written to the Group or forwarded to the Group, that the Group considers relevant to the issue.

(g) The Scrutiny Group will produce a report and recommendations, with an executive summary. The summary will include the recommendations but will normally avoid reference to individuals.

5 (a) The report, recommendations and summary shall be sent to members of the Board (except for any individual member of the Board against whom a complaint has been made).

(b) The report may remain confidential to the Board at the discretion of the Board but the summary and recommendations, together with the response of the Board, will normally be posted in the members' section of the web-site.

(c) A copy of the summary and recommendations and the response of the Board will be sent to the complainant and any person against whom the complaint was made.

(d) The Scrutiny Group may invite the parties to a joint meeting with some members of the Scrutiny Group to consider the summary and recommendations if the Group considers that this would be helpful.

6. If either party is dissatisfied with the summary and recommendations, they may appeal in writing to the chairperson of the Board stating the grounds on which they wish the Board to review the matter.

Procedure adopted on 9th July 2013