

MEETING PROCEDURE - COMPLAINTS

1. **Pre-Meeting (Council Members)**

- Be clear on reason for the meeting/brief members
- Check background information
- Check members clear on procedures, and delegated powers
- Check members know their obligations (*reasonable, fair, and impartial*)
- Check names of representatives
- Invite specialists/advisors to speak and let members ask any questions

2. **Meeting - Preamble**

- Persons brought into meeting, introductions, and reason for meeting given - to deal with complaint.
- Confirm to those present that written record will be made
- Describe procedure to be followed (*representations, questions, deliberations, decision*)
- Ask those present if they have any questions about the process
- Confirm that persons present have been consulted in writing about the meeting with the correct details
- Confirm that all present have received a copy of the paperwork
- Confirm that employees/councillors have been informed that they may be represented
- Ask employee/councillor if he/she wishes to be represented
- Ask employee/councillor if there are any further written documents to be considered
- Inform employee/councillor if anyone will be called to provide additional information
- Ask employee/councillor if there are any questions at this stage of the procedure

3. **Meeting.**

- Ask complainant to state case
- Employee/councillor asks questions of complainant
- Members put any questions they have to complainant
- Employee/councillor put their case
- Complainant asks questions of employee/councillor
- Council ask questions of the employee/councillor
- Members ask questions of employee/councillor
- Ask parties to leave room

4. **Deliberation.**

- Council discuss and decide on action to be taken.
- Council determine the reasons why the decisions were reached

5. **Decisions.**

- Invite complainant and employee/councillor to return to meeting
- Inform those present of decisions and how they were reached
- Inform those present that written confirmation will be provided