

TERMS OF REFERENCE OF APPEALS PANEL

LEAD OFFICER: Martin Jepson, Head of Legal and Democratic Services

REPORT AUTHOR: Tim Capper

Summary: Proposes a further amendment to the terms of reference of the Appeals Panel to correct an anomaly

Recommendation: That the maximum compensation payable by the Appeals Panel under paragraph 3.6.30 of the Constitution be increased from £250.00 to £1,000.

Impact on delivering the Corporate Plan: None

Impact on other statutory objectives (e.g. crime & disorder, LA21): None

Financial and human resource implications: None significantly.

Project & Risk Management:

Key Decision Status

- **Financial:** No
- **Ward:** No

Other Ward Implications: None

1. INTRODUCTION

1.1 An anomaly has come to light in the terms of reference of the Appeals Panel which needs to be corrected

2. DETAIL

- 2.1 Stages I and II of the Council's Complaints Procedure give powers to investigating officers (service managers at Stage I and independent investigating officers at Stage II) to award compensation to complainants up to a maximum value of £250 in appropriate cases.
- 2.2 Paragraph 3.6.30 of the Constitution (Terms of Reference of the Appeals Panel) provides for the Appeals Panel to act as a complaints panel under Stage III of the Procedure, and to " award compensation to a maximum of £250 or such other limit as may be specified in Financial Regulations, and in consultation with the Head of Finance and Business Development."
- 2.3 Financial Regulations currently do not specify any higher limit, and the limit available for award of compensation by Appeals Panel therefore remains at £250. This is an anomaly, since the limit for awardable compensation at Stage III by the Panel (the final stage of the internal procedure) clearly needs to be higher than the limits available to investigating officers at Stages I and II

3. CONCLUSION

- 3.1 It is therefore recommended that the terms of reference of the Appeals Panel are amended to increase the maximum level of compensation which can be awarded by the Appeals Panel to £1,000.

List of Appendices - None

List of Background Documents:

List of Consultees:

Chief Executive
Head of Finance and Business Development
Head of Customer Services
Complaints Manager