

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ

To Members of Beoley Parish Council

**You are duly summoned to attend the Meeting of Beoley Parish Council
to be held on Tuesday 12th April 2022 at 7:30 pm
at the Village Hall, Beoley
when business referred to below will be brought under consideration**

Photographing, reporting, filming or transmitting the proceedings may occur and therefore all persons participating in the meeting should be aware of this. Members of the public attending the meeting (but are not participating in the meeting) who do not wish to be photographed or filmed in the meeting must state this at the start of the meeting

AGENDA

1) Apologies

2) Declaration of Personal/Prejudicial Interests.

- Register of Interests: Councillors are reminded of the need to update their Register of Interests
- To declare any Personal or Prejudicial interests in items on the Agenda and their nature (Councillors with Prejudicial Interests must leave the room for the relevant items)
- Written requests for the council to grant a dispensation (s33 of the Localism Act 2011) are to be with the clerk at least four clear days prior to a meeting.

The meeting will be adjourned for Public Question Time (PQT) for a maximum of 10 minutes

The time allocated is at the discretion of the Chairman, Residents are invited to give their views and question the parish council on issues on this agenda, or raise issues for future consideration at the discretion of the Chairman.

Members of the public can only speak for a maximum of 3 minutes in the PQT and may not take part in the Parish Council meeting itself. This PQT is not part of the formal meeting but brief notes will be appended to the minutes as an aide memoire.

3) Report of County Councillor Luckman – for information only

4) Report of District Councillor English – for information only

5) Minutes – To adopt the Minutes of the Previous Meeting (8th March 2022). Appendix A

6) Items from previous minutes b/f:

- a) Disposal/burning of commercial waste – update from Chairman regarding correspondence sent
- b) Flooding at Chapel Lane – update from Chairman/Cllr. Cook
- c) Dog bins – update from Cllr. Urry regarding stickers for existing bins
- d) Queen's Jubilee Canopy – update from Cllr. Urry regarding tree purchase

7) Mowing contract:

- a) Update on tenders received and decision regarding awarding of contract
- b) Portway – discussion regarding proposed Portway verge cutting for inclusion in mowing contract (map circulated prior to meeting)

8) Parish Field – on-going discussion on how the field can best be used to benefit the local community in future and update from Cllr. Joynes regarding possible installation of play area

9) Policing Priorities – agreement of next quarter's priorities and report from West Mercia regarding previous priorities – **Appendix B**

10) Planning:

- a) Applications, decisions and responses of the Planning Committee; presentation by Cllr. Barry
- b) Development at Storage Lane – update regarding planning breach
- c) Abbey Park/Hither Green Lane proposed development – update from Cllr. Joynes

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ

11) Portway & Hillcrest – update from Cllr. Urry

12) Highways – update from Cllr. Cook

- a) Lengthsman Scheme – update on works

13) Finance

- a) To consider payments to be made & to approve the payments – **Appendix C**
- b) Bank Balances as at 31/03/2022 - for information only – **Appendix D**
- c) Payments and receipts during the month – for information only – **Appendix E**
- d) Precept - update regarding first payment for 2022-2023
- e) Lengthsman Scheme – update regarding agreement and budget for 2022-2023
- f) Insurance – update re correspondence from Norris & Fisher
- g) National Pay Award 2021-2022 – for information only - the National Joint Council for Local Government Services (NJC) has agreed new rates of pay applicable from 1 April 2021. The increase is 1.75% on all pay points for clerks employed under the terms of the model contract
- h) Fixed Asset Schedule – to review and agree schedule – **Appendix F**
- i) Financial Regulations – to review and consider after amendment to include new on-line payment authorisation procedure – **circulated prior to meeting**

14) Policies and Procedures

- a) Statement of Internal Controls – to review and consider approval of newly drafted document – **Appendix G**
- b) Complaints Policy – to review and consider approval of new draft policy document – **Appendix H**

15) Correspondence for information

- a) A list of the items which have been received (and not already distributed) will be available at the meeting for information only

16) Councillors' Items – Councillors to report minor matters of information not included elsewhere on the agenda and to raise items for future agendas

17) Date of next Meeting 10th May 2022 at 7.30pm, to be held in Beoley Village Hall

Signed

Gill Sloan

Clerk & Responsible Financial Officer to Beoley Parish Council

6 April 2022

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ

Appendix A

Draft Minutes of Meeting of Beoley Parish Council held on Tuesday 8th March 2022 at 7.30pm at the Village Hall, Beoley

Attendees: Cllr. Bland (Chairman), Cllr. Joynes (Vice Chair), Cllr. Cook, Cllr. Morgan, Cllr. Urry, Gill Sloan (Parish Clerk).

Members of the public attending: 6

- 1. Apologies:** District Councillor English, Cllr. Barry
- 2. Declaration of Personal/Prejudicial Interests:** None
- 3. Public Questions:** None
- 4. Report of County Councillor Luckman:** no report received
- 5. Report of District Councillor English:** circulated prior to meeting
 - a) BDC facing financial difficulties and has increasingly needed to use reserves to balance budget. Central government funding has reduced making forward planning difficult, and budget approved contains no new spending commitments and moves £400000 from earmarked reserves back into general balances
 - b) The Council has been awarded £400000 to improve housing insulation under the Sustainable Warmth fund; details of eligibility and how to apply are on council website
 - c) More information has emerged regarding the discharge of sewage into local watercourses, which are responsible for 23% of all man made harm to the natural river environment. Water companies are investing heavily to improve the Victorian sewage system
- 6. Minutes of the Previous Meeting (8th February 2022) were approved unanimously** and were signed by the Chairman
- 7. Items from previous minutes b/f:**
 - a) Memorial tree for Cllr. Jean Luck – this has now been planted in the grounds of the village hall and a plaque is to be ordered by the parish council
 - b) Residents letter regarding overgrown hedges – Cllr. Urry has carried out an inspection and there are currently no overhanging hedges
- 8. Mowing contract** – tender document updated to reduce contract length to two years, schedule updated as BDC now responsible for cutting verges in 30mph area, and mowing depth on verges reduced, and location plans revised. Invitation to tender letter updated to enable electronic submission of tenders; tender packs to be sent out within next 7 days
- 9. Queen's Jubilee Canopy Initiative** – Cllr. Urry reported no response from Thatcher's Cider Company, so presumed the parish council has not been awarded free trees. He advised that a cherry tree has already been planted for the Queen's Jubilee by St Leonard's Church, and suggested that a walnut tree would be a suitable specimen for the parish council to plant as its Queen's Jubilee tree. Funding available from the Woodland Trust has closed for the spring but will reopen in November. Discussion followed and it was agreed that the tree should be planted as soon as possible. It was resolved that Cllr. Urry be authorised to purchase a tree, stake and protective covering up to a limit of £100. It was also agreed that a plaque already held by Cllr. Bland be suitably engraved and displayed with the tree

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ

- 10. Parish Field** – Cllr. Joynes reported that the most suggestions received were for a play area. Discussion followed regarding other options, and it was agreed that everyone would like to see the field used more by the community. Need to investigate how it could be used to generate income too. Suggestions included hiring out for weddings, and installing a fixed open sided structure with seating and BBQ for community use. Cllr. Joynes to look at the insurance implications. Cllr. Bland agreed to investigate costs and talk to the Headteacher at the School. Parish field to be a standing agenda item while options are being considered
- 11. Attendance of Police Representative at Parish Council Meeting** – email from PC Stuart Head from Safer Neighbourhood Team requesting details of meetings when the Parish Council would like a police representative to attend discussed. Consensus was that once a quarter would be welcome; the police are also always invited to the Annual Meeting. Clerk to respond
- 12. Portway & Hillcrest – presented by Cllr. Urry:**
- a) Dog waste bins – the bins mentioned by District Cllr. English are not in situ. Apparently dedicated dog waste bins no longer provided; Cllr. Urry to ask District Cllr. English if stickers can be added to existing bins advising that they can be used for dog waste
 - b) Lengthsman activities in Portway and Hillcrest noticed by residents and welcomed
 - c) Attwell Farms – car park at front no longer field but proper hard standing, and also used as a storage area. Residents concerned that permission was never given for a permanent car park and about traffic congestion at weekends – road was gridlocked recently
 - d) Oaklands – complaints received from residents about light pollution, and also additional buildings currently being constructed without planning permission. Residents urged to complete online reporting form on BDC website; Cllr. Joynes to post link on Beoley and Portway Matters Facebook page
 - e) Hillcrest – Cllr. Urry attended a meeting and was asked about funding for a jubilee party; he will provide details of how to claim. Cllr. Cook advised that WCC is offering grants of up to £100
 - f) Significant concerns raised by residents over domestic property in Portway with no running water being used to burn commercial waste including tyres, creating fire and health and safety issues, and potentially breaching other planning/environmental regulations. Residents have been making reports to Regulatory Services. Chairman to write to Ruth Bamford, Head of Planning, Worcestershire Environmental Services and the Chief Fire Officer
- 13. Planning:**
- a) In Cllr. Barry's absence updates since the previous meeting were given by the Clerk and the responses of the Parish Council are detailed in the separate Planning report
 - b) Development on the corner of Storage Lane – a local resident has notified the Parish Council that a large mobile home has been erected on the site in breach of planning regulations. He has reported this, and it was resolved that the Parish Council would also report the breach
 - c) Abbey Park/Hither Green Lane proposed development – Cllr. Joynes confirmed that the Parish Council had submitted a letter objecting to the development, and that to date 263 public comments have been lodged, with 35 not yet registered, the vast majority opposing the development. Regular newsletters are being issued by NoRCA, and an online petition against the development currently has 909 signatures
- 14. Highways – update from Cllr. Cook**
- a) Some highway issues already reported to County Cllr. Luckman as per his request, but given issues raised in item 12 it was agreed that a face to face meeting with County Cllr. Luckman to discuss highways issues would be beneficial; Clerk requested this after last meeting but no response received; Chairman to make contact
 - b) Resurfacing currently being undertaken in Dagnell End Road
 - c) Chapel Lane – water leak has got worse and flooding is causing significant problems. Cllr. Cook has reported issue three times and Severn Trent has carried out site visit but no

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ
remedial action taken yet. Concerns over health and safety implications. Chairman to write to Liv Garfield

- d) Parish streetlight – Beoley’s streetlight is working, it is a different streetlight that is out; Cllr. Urry to report to County Cllr. Luckman

15. Finance:

- a) Payments of £903.73 listed and bank balances were approved unanimously
- b) On-line banking – one nominee has successfully logged on to online banking; Chairman waiting for further log on information from Lloyds Bank
- c) On-going computer issues – supplier who repaired computer has advised that a subscription to Office 365 is the best way forward. Clerk advised that cost is £59.99 per year. It was resolved that the subscription be purchased immediately
- d) Financial Regulations – carried forward to next meeting
- e) Appointment of Internal Auditor for 2021-2022 – it was resolved to reappoint D M Payroll Services at the same cost as last year; paperwork to be signed by clerk and returned to auditor

16. Policies and Procedures

- a) New Statement of Internal Controls – carried forward to next meeting
- b) Review of Fixed Asset Schedule – carried forward to next meeting
- c) New Complaints Policy – carried forward to next meeting

17. **Correspondence:** none received that had not already been distributed

18. **Councillors’ items:** none

19. **Meeting ended at 9.30pm**

20. **Date of next meeting – 12th April 2022 at 7.30pm, to be held in Beoley Village Hall**

Signed _____ (Chairman)

Dated _____

Appendix B Policing Priorities

Extract from email from West Mercia Police:

As it is the start of the next quarter I wanted to make contact to check what the top priorities (up to 3) are for the next quarter please?

In relation to the previous priorities given for the last quarter:

Speeding – A speed survey was conducted on Church Hill 14/03/2022 average speed was 33.25 mph more need to be conducted and safer roads have been informed.

House burglaries and Vehicle thefts/ASB – We have not had any burglaries on the area reported to us since January I believe. We have been regularly patrolling the area of Beoley as you will see from our Twitter page. If you can offer any more information on the locations that ASB is happening this could help us locate our patrols better.

Kind regards

PCSO Hayley Binks

Police and Community Support Officer 40504 | Alvechurch and Wythall Safer Neighbourhood Team | West Mercia Police

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ

securebusiness.lloydsbank.co.uk/business/a/account_details_res/OWEGXWFPRK2YXEK2J3WC3RZPK4QINOGVM3GHZIEDN75P6TZOSMQ/WCCLTC6CDXY6UTQDQSBIAW

All transactions Statement options

DATE ▲	DESCRIPTION	TYPE ?	IN (£)	OUT (£)	BALANCE (£)
31 Mar 22	SHARP IMAGES LTD REPAYMENT 00151307632BBKGTRJ 090127 10 31MAR22 09:58	FPI	69.93		5,043.63
25 Mar 22	WORCESTERSHIRE CC SU05701 000487342	BGC	198.00		4,973.70
24 Mar 22	HMRC VTR XHV126000105028	BGC	273.05		4,775.70
09 Mar 22	BROMSGROVE DISTRIC	BP		180.00	4,502.65
09 Mar 22	MR RICHARD SLOAN &	BP		285.54	4,682.65
09 Mar 22	BROMSGROVE DISTRIC	BP		270.00	4,968.19
09 Mar 22	HMRC - ACCOUNTS OF	BP		65.20	5,238.19
09 Mar 22	BEOLEY VHMC	BP		93.00	5,303.39
09 Mar 22	T C BLAND	BP		9.99	5,396.39
09 Feb 22	T C BLAND 500000000887221565 EXPENSES 090128 10 09FEB22 18:37	FPO		9.99	5,406.38
09 Feb 22	MR RICHARD SLOAN & 300000000890573460 SALARY EXPENSES 090128 10 09FEB22 18:37	FPO		270.24	5,416.37

ASSET FINANCE
INVOICE FINANCE
SAVINGS
BUSINESS ACCOUNTS
PAYMENT SOLUTIONS
INTERNATIONAL SERVICES
INSURANCE
ADDITIONAL SUPPORT

Business savings accounts
Open an account in minutes with as little as £1.
Open in minutes >

Top ▲

Appendix E Payments and receipts during the month of March 2022

Beoley Parish Council

Payments in Month

P75	09/03/22	BP	Bromsgrove District Council	Lengthsman Services	270.00
P76	09/03/22	BP	TC Bland	Printing costs	9.99
P77	09/03/22	BP	Gill Sloan	Clerks salary and expenses	285.54
P78	09/03/22	BP	HMRC	PAYE	65.20
P79	09/03/22	BP	Bromsgrove District Council	Lengthsman Services	180.00
P80	09/03/22	BP	Beoley Village Hall	Hall hire	93.00
Total					903.73

Receipts in Month

R08	24/03/22	BGC	HMRC	VAT Reclaim	273.05
R09	25/03/22	BGC	Warwickshire County Council	Lengthsman Scheme	198.00
R10	31/03/22	FPI	Sharp Images	Repayment of printing costs	69.93
Total					540.98

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ

Appendix F Fixed Asset Schedule

Beoley Parish Assets - as at June 2021

No	Asset	Location	Comment	Value £	
1	Bench	Opposite Church		249.00	
2	Bench	Church Hill		249.00	
3	Notice Board	Village Hall		125.00	
4	Flag Pole	Village Hall Car Park	purchase only no labour	200.00	
5	Bench A	Village Hall Car Park		249.00	
6	Bench B	Village Hall Car Park		249.00	
7	Grit Bin 1	Village Hall Car Park		214.50	
8	Grit Bin 2	Village Hall Car Park		214.50	
9	Grit Bin 3	Car Park Entrance		214.50	
10	Notice Board	Holt End		125.00	
11	Bus Shelter	Village Inn		6480.00	replacement hardwood shelter
12	Bench	Holt Hill		249.00	
13	Bench	Moss Lane Close		249.00	
14	Bench (Memorial)	Moss Lane Close		395.00	
15	Grit Bin 4	Bleachfield Lane		214.50	
16	Grit Bin 5	Carpenters Hill		214.50	
17	Bus Shelter	Hillcrest Caravan Park		6480.00	replacement hardwood shelter
18	Lamp Post	Hillcrest Caravan Park		240.00	6mtr post
19	Notice Board	Hillcrest Caravan Park	Already on asset register	125.00	
20	Office Filing Cabinet	In container		50.00	
21	Grit Bin	Penn Lane		214.50	
22	Container	Village Hall Car Park	Already on asset register	800.00	
23	Generator	In container	Already on asset register	400.00	
24	Road signs	In container			£51.42 per sign
25	Traffic Cones	In container			£5 per cone
26	Christmas Lights	Village Hall Car Park		40.00	
27	Flashing Beacons x 2	Container		54.98	1@32.99 & 1@21.99
28	Outside Lighting	Container		32.00	
29	Parish Field	Village Hall		?	is this the land value
30	Planter	Branson Cross		300.00	
31	Planter	Beoley Lane Opp Carpenters Hill		300.00	
32	Planter	Holt End by notice board		300.00	
33	Planter	Church Hill		300.00	
34	HP Office Jet 6830 printer	Clerk's home address		102.00	
35	Lenovo Laptop	Clerk's home address		563.98	
Total				20193.96	

Appendix G Draft Statement of Internal Controls

BEOLEY PARISH COUNCIL – STATEMENT OF INTERNAL CONTROLS

The Parish Council as a whole is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and that it has a sound system of internal controls which facilitate the effective exercise of their functions and which includes arrangements for the management of risk.

The Parish Council provides assurance that the public money managed by the Council has been properly spent and accounted for according to the rules and regulations detailed by the Council.

Controls in place:

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ

The Council:

- Has appointed a Chairman responsible for the smooth running of meetings and for ensuring that all Council decisions are lawful, and who signs the last page of the minutes.
- Ensures decisions are made within the Standing Orders and Financial Regulations laid down and approved by the Council.
- Meets at least eight times a year, including an annual meeting in May.
- Approves budget and level of precept application for the following financial year at its November/December/January meeting.
- Annually appoints a competent and independent Internal Auditor to check the Parish Council's accounts and to ensure that its activities are properly carried out and recorded.

The Clerk to the Council/RFO:

- Is responsible for administrating the Council's finances.
- Is responsible for the day-to-day compliance with the law and regulations that the Council is subject to.
- Ensures that the Council's procedures, control systems and policies are adhered to.
- The duties of the Clerk/RFO are laid down in a Job Description.

Financial Controls:

1. The Council's bank accounts are with Lloyds Bank. There is a current account and a separate account for War Memorial Donations. The Parish Council also has £5000 deposited with Bromsgrove District Council as a loan.
2. The clerk is authorised to communicate by e-mail, post and phone, and can pay in money and set up payments.
3. Three members of the Parish Council are authorised signatories to the account. The bank holds a mandate for each signatory. Each signatory is registered for on-line banking, to enable payments set up by the clerk to be authorised each month.
4. A budget forecast for the 12-month period of 1 April to 31 March is agreed by the Parish Council each year and used to set the parish precept. Budget comparisons are provided to the Council quarterly.
5. The Clerk will prepare and collate all records, documents, papers, etc. as directed by the Internal Auditor, and prepare the Annual Statement of Accounts as soon as practicable after the end of the financial year and by the end of June at the latest, to support the period of public inspection after the Internal Audit.
6. All payments are reported to each meeting of the Parish Council for approval prior to payment. The supporting evidence is held as hard copies. Electronic copies are also held, for forwarding to the delegated officers (any 2 out of the 3 authorised signatories) authorising the on-line payments set up by the clerk. Cheque payments are no longer made.
7. Bank reconciliation is carried out every month, and evidence of this provided at each meeting.
8. The Parish Council has adopted financial regulations based on the model version prepared by NALC. The regulations are reviewed for continued relevance, and were updated during the 2021-2022 financial year to reflect the change in the way payments are administered.
9. VAT repayment claims are made annually, and the RFO ensures that proper VAT invoices are obtained where VAT is payable.
10. The RFO ensures that the precept received agrees with the request sent to the District Council, and that the instalments are received when due.

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ

11. The Clerk/RFO is an employee, and the Council is registered with HMRC online; PAYE is administered using basic tools.

Fixed Assets:

- The RFO maintains an asset register.
- The asset register is reviewed and updated annually.
- The adequacy of insurance of the Parish Council's assets is considered annually, and advice sought during the year if a new asset is purchased to check level of cover.

Risk Assessment:

- The Risk Assessment is reviewed and updated annually.

Reviewed February 2022; Next review February 2023

Appendix H New Draft Complaints Policy

Beoley Parish Council Complaints Procedure

February 2022

Introduction

1. Amongst the complaints which members of the public make about local councils are complaints about administration or procedures. It is in the interest of the council concerned to settle a complaint because, even if it is not justified, it will in the absence of any settlement be raised again. This is bad for the council since it wastes its time and affects its good reputation. Any complaints should be settled as soon as possible. Experience suggests that in many cases a complaint will not be pursued further if the complainant sees that it has been properly handled.
2. Beoley Parish Council will do its utmost to settle complaints and satisfy complainants in the interests of the good reputation of the council.
3. As local councils are not subject to the jurisdiction of the Local Government Ombudsman there is no independent body to which the complainant can turn for an independent formal assessment regarding matters of administration and procedures. Therefore, every duly made complaint should be dealt with according to this procedure.
4. The receipt of a complaint is an opportunity for the council to look at its own administration and procedures, ensuring that the council is seen to act in an open, transparent and accountable way.
5. The following procedure endeavours to ensure that complainants can feel satisfied that their grievance has been properly and fully considered.

Complaints Procedure

1. The following procedure will be adopted for dealing with complaints about the council's administration or its procedures, or about a policy decision.

Beoley Parish Council

Clerk to the Council: Gill Sloan, 62 Gerard Road, Alcester, Warwickshire, B49 6QQ

2. This procedure does not cover complaints about the conduct of a member of the parish council. If there is a complaint about the conduct of a member of the council this should be referred to the principle council's monitoring officer.
3. If a complaint about procedures, administration or the actions of any of the council's employees is notified orally to a councillor, or to the clerk to the council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing to the clerk to the council. The clerk will acknowledge receipt and specify the date by which it will be dealt with. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
5. If the complainant prefers not to put the complaint to the clerk to the council (because the matter relates to the clerk, for example,) he or she should be advised to write to the chair.
6. (a) On receipt of a written complaint, the clerk (except where the complaint is about his or her own actions) or chair (if the complaint relates to the clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.

(b) Where the clerk to the council or a councillor receives a written complaint about the clerk's actions, he or she shall refer the complaint to the chair of the council. The clerk to the council will be formally advised of the matter and given an opportunity to comment.
7. The clerk or chair will report any complaint disposed of by direct action with the complainant to the next meeting of the council.
8. The clerk or chair will report any complaint that has not been resolved to the next meeting of the council. The clerk will notify the complainant of the date on which the complaint will be considered, and the complainant will be offered an opportunity to explain the complaint to the council in person.
9. Matters relating to grievance or disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the council's grievance and disciplinary procedures.
10. The council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the council meeting in public. The council must bear in mind the necessity to maintain confidentiality if it has been requested, and to comply with the requirements of Data Protection legislation regarding personal information.
11. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
12. The council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered, and the complaint dealt with at the next meeting after the advice has been received.

Date Adopted –

Review Due –