



MEETING: Wednesday 4 March 2020 7.30pm Willowbrae Church Hall

AGENDA

1.	Welcome by Chair	
2.	<ul style="list-style-type: none"> • Apologies • Declarations of Interest 	
3.	Minutes of Meeting 5 February <ul style="list-style-type: none"> • Matters Arising 	
4.	Treasurer's Report	End time: 19:40
5.	Safer Routes to School <ul style="list-style-type: none"> • Presentation by New Practice 	End time: 20:00
6.	MNM Developments (Scot) Ltd <ul style="list-style-type: none"> • Presentation on Proposed Development on Willowbrae Road 	End time: 20:20
7.	No 69 Bus <ul style="list-style-type: none"> • Report from drop-in session 	End time: 20:30
8.	Complaint under the Community Councillors Complaints Procedure <ul style="list-style-type: none"> • Report of resolution 	End time: 20:40
9.	Public Forum <ul style="list-style-type: none"> • Time for local people to offer their ideas and issues for discussion 	End time: 20:55
10.	Any Other Competent Business	
11.	Date of Next Meeting: 1 April	End time: 21:00

The Community Council meets in public – it is not a public meeting. If you wish to suggest items for discussion at a meeting or amendments to minutes or other documents, please contact the Secretary no later than 8 days before the next meeting – the agenda is issued, as required under the CEC Scheme, 7 days before the meeting. Contact: secretary@northfieldandwillowbrae.org.uk

COMMUNITY COUNCILLORS COMPLAINTS PROCEDURE OCTOBER 2019

Extract

Method 1: Directly with Community Council

6.1 Method 1 aims to quickly resolve straightforward complaints, which require little or no investigation. On receipt the CEC Investigation Officer will direct such complaints to the office-bearers of the parent community council for the community councillor subject to the complaint (excluding office-bearers subject to complaints themselves). They will be responsible for resolving and responding to the complaint.

6.2 Resolve

- On the spot if possible – if an apology is appropriate the guidance as set out by the Scottish Public Services Ombudsman should be followed.
- A meeting of the community council may be required to consider the complaint and appropriate course of action.

6.3 Respond

- Respond within 30 working days.
- Responses to complaints can be verbal or in writing – whichever is most appropriate. It is good practice to follow up a verbal response in writing for clarification. Templates are available on request from the CEC Investigation Officer.
- It is important to keep a full and accurate record of the decision reached and given to the complainant. As a minimum, the following information should be recorded:
 - detail of the complaint;
 - date closed (the date the verbal response is provided or the letter/email is sent); and
 - outcome of complaint (upheld, not upheld or partially upheld).
- The CEC Investigation Officer must be informed as to how the community council has dealt with the complaint once this has been closed.