

**TYNE AND WEAR FIRE AND RESCUE AUTHORITY**

**MEETING: GOVERNANCE COMMITTEE – 30 JUNE 2008**

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**SUBJECT: PROCEDURE FOR THE LOCAL ASSESSMENT OF COMPLAINTS**

**REPORT OF THE DEPUTY CLERK**

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**1. INTRODUCTION**

In the light of the new arrangements, it is necessary to prepare procedures for the local assessment of complaints based on the guidance issued by the Standards Board

**2. PROCEDURES**

2.1 Accordingly the attached procedures are submitted for consideration by the Committee.

The procedures cover:

- the initial notification of a complaint.
- the process for conducting an initial assessment and the options open to the Assessment Sub Committee.
- the actions to be taken by the monitoring officer in connection with an investigation or “other steps”.
- the necessary actions to be followed where a complaint is referred to the Standards Board.
- the actions to be taken where the decision is to take no action in respect of an allegation.
- the right to request a review.
- withdrawal of complaints.
- confidentiality issues.
- complaints concerning members of more than one authority.
- the composition of the Assessment and Review Sub Committee.
- the arrangements for convening meetings of the Sub Committee.

**2.2 Assessment Criteria**

These follow closely the guidance but can be developed further in the light of experience.

**3. RECOMMENDATIONS**

That the Committee considers the draft procedure and indicates whether it wishes to endorse and adopt it with or without modification.

***Creating the Safest Community***

## **BACKGROUND PAPERS**

Standards Board guidance.