

Report to: Professional Standards Committee
Agenda item: 12
Date: 27th October 2009
Subject: Draft BTPA Member and Staff Conduct
Complaints Policy
Sponsor: Committee Chair
Author: Lucy Barrick
For: Approval

1. Purpose of paper

- 1.1 To present the Committee with a draft of the Authority's Member and Staff Conduct Complaints Policy for approval.

2. Background

- 2.1 The Authority does not currently have a formal policy detailing the type of complaints that it will receive and how these will be dealt with.
- 2.2 The attached policy has been developed in conjunction with the senior officer and staff policies which also appear on the agenda for consistency in the handling of complaints.

3. Financial implications

- 3.1 No financial implications arise from this paper.

4. Risk implications

- 4.1 No risk implications arise from this paper.

5. Diversity implications

- 5.1 No diversity implications arise from this paper.

6. Recommendations

- 6.1 Members are asked to approve the draft policy attached to this paper.