

# Complaints Panel

First Draft March 2021

The BCA complaints panel will be made up of 4 members of council including at least one group representative and one individual representative.

Procedure for Complaints panel selection

**2 weeks before first council meeting after the AGM** all applicants for a space on the panel will have sent wording to the executive

**By the first council meeting after the AGM** The council will present a proposed panel of four to be ratified at the first meeting.

Any elected or co-opted member of council (with the exception of the exec) can apply. That is to say that representatives of constituent bodies cannot be on the complaints panel.

If a complaint is submitted that is either regarding a member of the complaints panel, or that a member of the complaint panel has a vested interest in, they will declare this and for the purpose of this complaint not be part of the panel. If there are more than one such members, the exec will select additional members of council to make up the numbers back to four.

In the event that a member of the complaints panel is no longer a member of council, or wishes to step down mid term, applications will be taken, and a suitable applicant recommended by the executive to council for ratification.

Members of the complaints panel commit to:

- abiding by and enforcing the complaints procedure
- transparency in decisions, maintaining a clear paper trail throughout communications.
- declaring any possible conflicts of interest and if deemed relevant, not being involved in the decision making process