

Pannal and Burn Bridge Parish Council

Minutes of a Complaints Committee Meeting

**held in the Committee Room of Pannal Village Hall
5.30pm on Thursday 3rd October 2024**

Present: Cllr Helen Hayes (Chairman) with Cllrs Andrew Farrar, Elatia Sharkey and Steve Cobb with attendance by complainant, Mrs Christina Driver (who did not wish to remain anonymous)

- 1/10.24 To receive apologies for absence – all present
- 2/10.24 To receive declarations of interest in matters to be transacted at the meeting – there were none.
- 3/10.24 To consider any applications by councillors for dispensation – there were none.
- 4/10.24 Chairman explained the procedure of the meeting in consideration of a complaint received from Mrs Driver which effectively followed the items as set out within the agenda with the Chairman confirming that councillor comments / questions would be indicated by putting up their hand. The meeting was set to close at 6pm at which time Mrs Driver would be asked to leave and the committee would then make their considerations. The Chairman would inform Mrs Driver of the outcome and within five days.

The Chairman confirmed that Mrs Driver's written and detailed complaint had been received 7th May 2024 regarding the Planning Committee's consideration of an application and considered at an Extraordinary Meeting of the Parish Council dated 30th May 2024. The Chairman's written response was provided on 6th June 2024, with further written comments from Mrs Driver in response on 12th July 2024, which included a request to refer the matter to a Complaints Committee meeting.

5/10.24 Mrs Driver was invited to make a verbal presentation to the meeting which she did; her comments being consistent with her written complaints dated as above. The Chairman informed Mrs Driver that, given identified discrepancies in documentation provided under UK GDPR and the Freedom of Information Act, she had reviewed the documentation, undertaken a further search and a fresh set of documentation is now provided. The Chairman confirmed that the documents provided comprise of emails only, and that there were no other written notes made of communications or conversations. The Chairman also confirmed that the Parish Council does not have in its control the texts or telephone records of Councillors personal mobile telephones.

6/10.24 Committee members will be invited by the Chairman to ask questions of the complainant – there were no specific questions posed.

7/10.24 The Chairman and the complainant's respective positions had been as summarised by both parties within the body of the meeting.

8/10.24 The complainant left the meeting at 5.58pm.

9/10.24 The committee were in agreement that there were a number of Parish Council procedures which could be adopted or improved to address the matters raised and to prevent a recurrence of a complaint of this nature. The committee also recorded that the Planning Meeting Notes dated 28th November 2023 and published on the Parish Council website are notes made by the Parish Clerk regarding the relevant planning application and are not a record of councillors' deliberations.

Jane Marlow
Parish Clerk
7th October 2024