

# **“BASIC GUIDE TO CONDUCT AT THE (COMPLAINTS REVIEW) SUB-COMMITTEE”**

## **North Lanarkshire Council**

### **Procedure**

#### **Social Work (Complaints Review) Sub-Committee**

- (1) The Chair will ensure that proper introductions are made.
- (2) The Chair will summarise the complaint as presented by the complainant or his/her representative, and ensure that the complainant is in agreement that the complaint has been correctly described.
- (3) The Chair will indicate to all that the proceedings will be conducted as informally as possible, notwithstanding the Sub-Committee's obligations to ensure that the rules of Natural Justice are observed throughout.
- (4) The complainant or his/her representative will then present his/her case and present any witnesses.
- (5) The Executive Director of Housing and Social Work Services or her representative and any member of the Sub-Committee may ask questions of any witness, which should be only to obtain information or clarify facts.
- (6) Thereafter, the Executive Director of Housing and Social Work Services or her representative will present her case and present any witnesses.
- (7) The complainant or his/her representative and any Member of the Sub-Committee may then ask any questions of him/her but again these should be only to obtain information to clarify facts.
- (8) At the conclusion of the evidence both parties will be given the opportunity to summarise their case and make any arguments they feel appropriate.
- (9) Having ensured that parties are satisfied that they have had full opportunity to present their cases, the Chair will ask the Housing and Social Work Services Officers and the complainant or his/her representatives to leave.
- (10) The Sub-Committee will consider the presentations (including any written evidence or representation) and proceed to prepare its report with recommendations to the Social Work Committee.

#### **Note:**

- (a) Any productions which either the complainant or Executive Director of Housing and Social Work Services may have would require to be lodged with the Executive Director of Corporate Services at least four clear working days prior to the date of the meeting. If possible, the documents should be accompanied by a list detailing them and numbered correspondingly.
- (b) The complainant should be advised that the decision of the Sub-Committee will require to be in writing and be considered by the Housing and Social Work Services Committee and therefore he/she cannot be advised that day of the decision. They should also be advised that they will be given the opportunity to comment in writing on the report and recommendations of the Sub-Committee and any such comments will be considered by the Housing and Social Work Services Committee at the same time as the Sub-Committee's report.