



COMPLAINTS POLICY

TOWN COUNCIL MEETING REPORT 45/24

14 OCTOBER 2024

The purpose of this Report is to recommend Members agree to consider and approve updated Complaints Policy.

1) BACKGROUND

- a) At the meeting of the HR Committee on 2 April 2024, it was agreed that the updated Complaints Policy be presented to the Town Council for consideration and approval.
- b) The updated Complaints Policy is appended to this report.

2) RECOMMENDATION

That Members approve the updated Complaints Policy as circulated.