

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

**CORPORATE PERFORMANCE PANEL - INFORMAL WORKING GROUP -
REVIEW OF THE PERSISTENT COMPLAINTS POLICY**

**Minutes of the Meeting of the above held on Wednesday, 1st December, 2021
at 9.30 am in the Remote Meeting Room - Microsoft Teams**

PRESENT:

Councillors B Ayres (Chair), C Manning, J Moriarty (Vice-Chair), S Nash

Officers:

Alexa Baker, Monitoring Officer

Wendy Vincent, Democratic Services Officer

		<u>ACTION</u>
1	<p><u>APOLOGIES</u></p> <p>There were no apologies for absence.</p>	
2	<p><u>MINUTES OF THE PREVIOUS MEETING</u></p> <p>The minutes of the meeting held on 24 November 2021 were agreed as a correct record.</p>	
3	<p><u>TO DISCUSS THE INFORMAL WORKING GROUP'S REPORT TO THE CORPORATE PERFORMANCE PANEL 6 JANUARY 2021</u></p> <p>The Monitoring outlined the changes agreed at the previous meeting.</p> <p>The informal work group proposed the following additional amendments as set out below:</p> <p><u>Page 1</u></p> <p>Paragraph 2: reference to the Human Rights Act 1998 be added.</p> <p><u>5 Appeals Procedure</u></p> <p>The informal working group agreed the proposed wording set out by the Monitoring Officer in the tracked changes document circulated with the Agenda.</p>	

	<p><u>Standards Committee – Proposed amendments to the Terms of Reference and the Council’s Constitution</u></p> <p>The Monitoring Officer advised that the following amendment would be required:</p> <p>E12 Determine appeals under Section 5 of the Council’s Policy on Managing Unreasonable Complainant Behaviour.</p> <p>AGREED: The report of the informal working group would be presented to Corporate Performance Panel on 6 January 2022.</p>	MO
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The meeting closed at 9.49 am