

NEW STANDARDS ARRANGEMENTS FOR DEALING WITH COMPLAINTS

KEY
 One of the themes governing these arrangements is one of mediation and resolving disputes amicably.

Assessment / Hearing Working Group – informal group with Independent Chair, 1 Conservative, 1 Labour Member (Nominated Members)

Assessment / Hearing Sub-Committee – Decision making body with 2 Labour Members + 1 Conservative Member (Nominated Members) + 1 co-opted IP

