

AGENDA

APPEALS PANEL NO 1

FRIDAY, 3 DECEMBER 2004 AT 2.00 PM

in the Slupsk Room, Civic Centre, Carlisle

(i) Appointment of Chairman

To appoint a Chairman for this Appeals Panel for the 2004/05 municipal year.

(ii) Apologies for absence

To receive Apologies for Absence and Notification of Substitutions.

(iii) Public and Press

To agree that items of business within Part B of the Agenda should be dealt with when the Public and Press are excluded from the meeting.

PART A

(To be considered when the Public and Press are present)

- NIL -

PART B
(To be considered in Private)

B.1 Corporate Complaint – Dog Barking

To consider a corporate complaint which has been submitted in response to the outcome of an investigation by the Environmental Protection Services Unit following a complaint regarding dog barking.
(Copy relevant correspondence and papers herewith)

Members of the Appeals Panel No 1:

Conservative: Councillor Crookdake

Labour: Councillors Stockdale and Watson (C)

Independent: None

Substitutes: Councillors Bowman (C), Rutherford (C) and Stolthard

Enquiries to Committee Clerk: Ian Dixon

Ext: 7033



CARLISLE CITY COUNCIL

COMPLAINTS ARBITRATION BOARD

SUMMARY OF PROCEDURES FOR HEARING COMPLAINTS

STAGE ONE: Introductions

The Corporate Complaints' officer will meet you and take you into the room where the Arbitration Board is being held. The Board Chairman will introduce themselves and the other Board members. The Board membership comprises three City Councillors.



STAGE TWO: Complainant's Case

You have the opportunity to tell the Board about your complaint. The Board members will then ask you questions.



STAGE THREE: Summing Up

The Chair of the Board will sum up your complaint. You will need to agree this summary. The Chair of the Board will inform you that you will be notified in writing of the Board's decision within 20 working days. You then leave the proceedings.



STAGE FOUR: Investigation

The Board members will consider the complaint and request to see officers if they wish to ask them questions.



STAGE FIVE: Consideration of the Complaint

The Board members discuss the matters raised by the complaint *in private* and reach a decision which is recorded by the Corporate Complaints' Officer.



STAGE SIX: Decision of the Arbitration Board

The Corporate Complaints' Officer will write and inform you of the Board's decision. The findings will also be copied to the relevant Council Business Unit and the Board members.