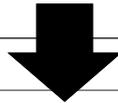


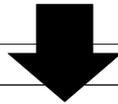
### **STAGE ONE: Introductions**

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.



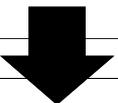
### **STAGE THREE: Summing Up**

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.



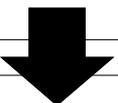
### **STAGE FOUR: Investigation**

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.