

App 11. RALC complaints Triage proposal.

Complaints that proceed to the RDC monitoring officer are mostly rejected and the evaluation costs significant. A lot of funds spent with no outcome. Could we triage these before they proceed to RDC?

RALC propose to introduce an informal, optional process to address some conflicts before the escalate to RDC.

This essentially would enable a Council facing a complaint between Councillor's or between Councillors and the Clerk to call on 3 Chairs of other Councils for an informal peer review with all parties. The aim being to resolve, if possible, any conflict before it escalates by having independent but well informed and practiced third parties to review the conflict with all parties.

RALC members are asked to consider this proposal and be ready to discuss at the April RALC meeting.