

RHU & SHANDON COMMUNITY COUNCIL

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Review of Scheme for the Establishment of Community Councils

Proposed Amendments to Current Scheme

- Page 21. Section 14c. This should be amended to cover the requirements when Internet Banking is used.

Proposed Amendments to the Current Best Practice Agreement

6. Issues About Service Responses

6.1 Where a community council is not satisfied with the action taken or response to an enquiry, the community council may raise the issue with the management of that service in accordance with the council's published complaints procedure. The Community council should outline its views on the response, which has been made by the council department and shall state the action, which the community council considers, should be taken.

Proposed change

Page 11, 6.1 – Remove reference to the Complaints process as the complaints process is only accessible to a “member of the public”, as defined by Section 5 of the Scottish Public Services Ombudsman Act 2002. This does not preclude a community council from raising issues with Service Manager where they are not satisfied with the action taken or response to an enquiry, or from acting on behalf of a member of the public or helping a person complain. In this case the person's written consent for the community council to act on their behalf would be sought.

Query – as CCs are not ‘members of the public’ how do we lodge a complaint?

Sometimes raising an issue with the Service Manager is not enough...and you end up taking the Council to the Court of Session for Judicial Review!

How CC's might lodge a complaint against the Council needs to be made explicit.

Existing (and Proposed) Administration Grants

The existing grants are not listed.

It is very disappointing to see such a large reduction in the grant. In our case £667 80 down to £500



Jean Cook
Secretary, Rhu & Shandon Community Council