

## Changes to the Constitution

1. Because the introduction of Initial Assessment Panels was an experiment, to date it has not been appropriate for any changes to be made to the Constitution. If the Committee is minded to continue using IAPs in the future, it will be necessary to make mention of them in Part 3, 1.2 Functions delegated to general council committees. The changes proposed are:

Add wording in Hearings Panels, General hearings to read:

*“Initial Assessment Panels – To assess complaints referred to Members for their adjudication under the agreed Corporate Complaints procedure”*

And amend existing wording to read:

*“To consider complaints by service users referred to them by Initial Assessment panels relating to the service made available to them in accordance with the authority’s agreed Corporate Complaints procedure.”*

2. The above changes will ensure that, in the event of a challenge to any decision to reject a hearings request by a complainant because the IAP is not a formal part of the procedure, the Council has taken steps to eliminate any such charge and thereby eliminated any potential claim for damages or charge of maladministration.