

## CCNME Complaints Committee: Terms of Reference

### Purpose

The purpose of the CCNME complaints committee is to investigate a complaint by a learner that cannot be resolved at Centre level and to reach a decision on the outcome of any such complaint.

### Roles and Responsibilities

The Complaints Committee is convened by the CCNME Academic Council if and when required and has delegated authority from the CCNME Academic Council to make final decisions on complaints. The Complaints Committee reports its activity and decision making to the CCNME Academic Council.

It is responsible to:

- Consider the complaint and in so doing will,
- Maintain oversight of complaints processes
- Review/investigate the complaint and agree the findings in an efficient and timely manner;
- Give both or all parties involved equal procedural treatment;
- Obtain additional clarification of the written evidence from relevant sources;
- Determine a fair resolution/outcome;
- Provide an end of year activity report to Academic Council;
- Contribute to the Programme Monitoring Review and Evaluation Report.

### Role and Responsibilities of the Chairperson

- Conduct the Complaints Committee meetings to ensure that the complaint is heard in such manner as they consider appropriate and fair
- Formally communicate in writing the findings of the investigation and the rationale for any decision made to all relevant parties involved in the complaint
- Sends a copy of the report to the CCNME Academic Council notifying the Academic Council where the outcome of the complaint includes consequent recommendations to mitigate a recurrence of such occurrences

### Responsibilities of Complaints Committee Members:

- All members of the Complaints Committee must declare any conflict of interest. In such cases, the Chair of the Committee will ensure that the individual withdraws from the committee and a new member is nominated by the CCNME Academic Council
- Actively participate in meetings through attendance, investigation, discussion and decision making

### **Role and Responsibilities of Secretary**

- Attend and prepare a formal record of the Complaints Committee proceedings for approval by the Chairperson

### **Nomination of Members to the Complaints Committee:**

- Members to the Complaints Committee will be appointed annually by the Academic Council. The Chairperson of the Complaints Committee will be external to the CCNME and
- Members will be independent of the complaint being investigated.

### **Membership**

<b>Position</b>	<b>Member</b>	<b>Voting Rights</b>
Chairperson (External)	Nominated	Yes
Member	Nominated	Yes
Member	Nominated	Yes
Secretary	Nominated	No

### **Conduct of Business – Meetings**

#### Notice of meetings

Each member of the CCNME Complaints Committee shall be entitled to five working days' notice of a meeting.

#### Frequency of Meetings

Meetings of the CCNME Complaints Committee shall be agreed with the Chairperson of the CCNME Academic Council and meetings will be held as determined.

#### Quorum

Meetings of CCNME Complaints Committee will be judged to be quorate when all three members are in attendance:

#### Decisions

The decision of the Committee will be made by consensus and shall be announced as the decision of the Committee. If the CCNME Complaints Committee cannot reach agreement, and opinions are equally divided the Chairperson of the Committee will have the casting vote; The votes of individual Committee members shall be confidential and votes or information showing how the decision was reached by a unanimous or a majority vote shall not be disclosed;

The Committee may adjourn for a period not exceeding five working days if required to reach a decision and or deciding the appropriate action to be taken;

The Committee shall complete a written statement of its findings and decision within ten working days of the date of the meeting. All decisions made in accordance with these procedures shall be binding on all parties.

**Review of Terms of Reference:**

The Chairperson of the CCNME Academic Council reviews the terms of reference every two years and any amendments are ratified by the CCNME Academic Council.