

SECTION I

DEALING WITH DISPUTES

- I1 - Disputes within the Community Council
- I2 - Disputes between the Community Council and Other Persons
- I3 - Disputes with South Ayrshire Council
- I4 - Council Comments and Complaints Procedure

I PROCEDURES FOR DEALING WITH DISPUTES

11 Disputes within the Community Council

- 11.1 The Chairperson is responsible for conducting the business at meetings of the Community Council. The Chairperson will decide who will speak, in what order, and for how long. If these basic rules are not adhered to, then the business is unlikely to be conducted in an orderly and coherent manner (see Section D9).
- 11.2 In all cases of disagreement, the Chairperson must remain impartial and ensure that each party has an equal and adequate opportunity to present its case. The Chairperson should maintain his/her impartiality by not speaking during the debate, but restrict involvement to conducting the progress of the meeting and to assisting each party to summarise its argument. This summarising of the opposing arguments at the end of the debate, should hopefully clarify the issues and assist the Minutes Secretary to prepare concise minutes. Where agreement cannot be achieved by debate, then the matter should be put to a vote (see Section D11).
- 11.3 In the case where the Chairperson is involved in a dispute, then he/she should vacate the chair and hand over to the Vice-Chairperson, or other suitable member, who should conduct that item of business, failing which, the meeting should be adjourned.

12 Disputes between the Community Council and Other Persons

- 12.1 A person may request, in writing, that a Community Council considers an issue at one of its regular meetings. The Chairperson and the Secretary, or in their absence any two other office bearers, will consider it, and either grant or refuse the request.
- 12.2 If the request is granted, then the item shall be placed on the agenda of the next meeting and the person invited to the meeting to speak to that item only. The Community Council will then consider the issue, and make any appropriate decision which then will be intimated to the person in writing by the Secretary within seven days of the meeting.
- 12.3 If the request to consider the issue is refused, then the person shall be notified of the reason(s) in writing. Details of the request and refusal shall be reported to the next meeting of the Community Council and recorded in the minutes. The person should also be advised, that should they feel aggrieved by this decision, they may refer this matter to the Head of Policy, Community Planning and Public Affairs, South Ayrshire Council, County Buildings, Wellington Square, Ayr.

13 Disputes with South Ayrshire Council

- 13.1 Where a Community Council experiences difficulties with a South Ayrshire Council official or service, it should first attempt to resolve them through its Link Officer.
- 13.2 If the difficulties still cannot be resolved, then the Community Council should approach the line manager of the Council official concerned.
- 13.3 If agreement still cannot be achieved, then the Community Council should contact the Executive Director concerned.

14 Council Comments and Complaints Procedure

- 14.1 South Ayrshire Council has developed a procedure for managing customer comments and complaints. This procedure complies with the Scottish Public Services Ombudsman's (SPSO) Guidance for the Model Complaints Handling Procedure as laid down by the Public Services Reform (Scotland) Act (2010).
- 14.2 South Ayrshire Council values all comments and complaints and uses information from them to help us improve its services. The Council is committed to providing high-quality customer services so if something goes wrong or you are dissatisfied with its services, please tell Customer Services. Comments can be submitted in the same way as complaints. Customer Services will acknowledge all comments and feedback received.
- 14.3 Anyone can make a complaint, including the representative of someone who is dissatisfied with a service. Customers can make a complaint in any of the following ways:
- 14.3.1 In writing to: Customer Services, South Ayrshire Council, Freepost NAT 7733, Ayr, KA7 1DR
 - 14.3.2 In person at one of the Customer Service Centres, or any local office.
 - 14.3.3 Phone the Customer Services Team on 0300 123 0900
 - 14.3.4 E-mail: listeningtoyou@south-ayrshire.gov.uk
 - 14.3.5 By completing an online form accessed at: www.south-ayrshire.gov.uk/listeningtoyou