

Paper R1

Complaints Procedure (Section Q)

Complaints and Discipline Advisory Group

Basic information

Contact name and email address	Adrian Bulley adrian.bulley@urc.org.uk
Action required	Decision.
Draft resolution(s)	Assembly Executive amends the Complaints Procedure (Section Q of The Manual) by adding the following two words to the third bullet point in the second set of bullets on page 3: “A complaint against or by an employee, which would be handled by their line