



Part 8

Appendices

Appendix 1 – Public Access to Information

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1. **Members' Ward Surgeries**

Details of the Ward Surgery Programme are published on the Council's website at:

https://www.oldham.gov.uk/info/200142/councillors_and_leadership/1833/ward_surgeries.

Posters are displayed at Ward Surgery venues and at Council offices throughout the Borough. Ward surgery details are also published in the 'Oldham Times'.

Contact Members' Services on 0161 770 4012

2. **Members' contact details**

Information regarding Members' names, addresses and other contact information and wards represented is available on the Council's website at: <https://committees.oldham.gov.uk/mgFindMember.aspx>

Contact: Staff in Constitutional Services on 0161 770 5151

3. **Corporate Complaints Procedure**

This enables members of the public to complain formally about any aspect of the Council's services. All complaints will be investigated and a response provided. Information is also available on the Council's website at: https://www.oldham.gov.uk/info/200143/complaints_and_feedback/630/complaints_or_feedback_about_the_council

Contact: Complaints Team at 0161 770 8122

4. **The Local Government and Social Care Ombudsman**

The "Ombudsman" will consider complaints against a local authority where the complainant alleges that he/she has suffered maladministration or injustice. A complaint can be lodged by a Councillor on the Complainant's behalf or, alternatively, directly by the complainant.

The Ombudsman will normally consider whether the local authority has had an opportunity to consider the complaint under its own in-house complaints procedure. If not, then the Ombudsman will usually ask for the local authority to endeavour to settle the complaint locally in the first instance. If the

complainant is dissatisfied with the outcome, the Ombudsman will then decide whether or not to investigate the complaint.

Contact: Commission for Local Administration in England – 0300 061 0614 (if you cannot access the Ombudsman’s website).

Website: www.lgo.org.uk

5. Council Meetings – Public Question Time

At each Council, Cabinet or Committee meeting, a period is set aside to facilitate questions from members of the public in relation to those matters which fall within the purview of the Council. For the Council meeting this is 15 minutes, for all other meetings it is 30 minutes. There are a limited number of exceptions in terms of the nature of questions which can be asked (detailed in Council Procedure 10.2 at Part 4 of the Council’s Constitution) such as requiring confidential information or not being a matter affecting the Borough.

A question to the Council meeting must be relevant to the functions of the Council and the questions to relevant Committees of the Council must be relevant to the Terms of Reference of those Committees.

If a verbal answer is not given at the meeting, a written copy of the reply will be sent to the person asking the question within five working days of the meeting.

Individuals who wish to ask a question at a Council meeting **MUST** give notice, in writing/via email/via social media in accordance with the deadlines specified in the Constitution –

- Council Meeting – by 4pm on the day of the meeting;
- all other meetings – 12 noon two working days before the date of the meeting.

Contact: Head of Constitutional Services – 0161 770 4705

6. Access to Agenda Papers and Rights to Attend Meetings

An individual’s rights to access Agenda papers, reports open to public inspection, and to attend meetings of the Council are enshrined in statute.

The Access to Information Procedure Rules at Part 4B of the Council’s Constitution spell out clearly the principles and legislation underpinning public access rights.

Copies of the Agenda open for public inspection are available at the Civic Centre, Oldham and on the Council's website from five working days preceding the meeting (Access to Information Procedure Rule 4.2 applies).

Contact Officers: Constitutional Services – 0161 770 5151

7. Planning Committee – Planning Applications – Public Access

The Planning Committee, in considering and determining planning applications which fall within their purview, provide an opportunity to members of the public to speak in support of, or in opposition to, a particular planning application.

Similar to the Public Question Time forum, individuals are allowed a maximum of three minutes to speak. Only one person is allowed to speak in support of, or in opposition to, each application.

Requests are dealt with on a “first-come first-served basis”. A formal protocol has been drawn up which clearly illustrates the Council's procedure in this regard (and is contained at Part 8 Appendix 3 of this Constitution).

Contact Officer: Constitutional Services – 0161 770 5151

8. Standards

An individual has a right to complain, in the first instance, to the Council's Monitoring Officer concerning the conduct of elected Councillors.
https://www.oldham.gov.uk/info/200143/complaints_and_feedback/631/councillor_complaints

Contact: Director of Legal Services – 0161 770 4822