



Date and Time Monday, 24th September, 2018 at 11.00 am

Place EII Court, Hampshire County Council, Winchester, SO23 8UJ

Enquiries to members.services@hants.gov.uk

AGENDA

- 1. WELCOME AND APOLOGIES FOR ABSENCE**
- 2. UPDATE TO GOVERNANCE DOCUMENTS** (Pages 3 - 18)

To consider a report providing suggested revisions to the Panel's Complaints Protocol and the Guidance Note on the management of unreasonable complainant behaviour.
- 3. OUTCOMES AND NEXT STEPS**