



## Terms of reference Complaints Panel

Approved: December 2014 (Reviewed: February 2022; Next review: February 2024)

### Purpose

The Complaints Panel has a function in accordance with S4C's Complaints Process to consider complaints relating to compliance or regulatory matters in relation to S4C content, or complaints relating to other matters where the complainants wish to make an appeal against the Chief Executive's decision.

*(Note that complaints about content broadcast on the S4C television service may be made to S4C or Ofcom, but that S4C is responsible for considering complaints relating to content broadcast on other platforms by S4C).*

### Membership and Other Attendance

#### Members (3 members)

- Non-Executive Member of the Board (to chair)
- 2 Non-Executive Members of the Board

Quorum: 2 members.

The members of the Panel are appointed by the Board, in accordance with the above membership.

#### Non-members

- Board Secretary

At the request of the Secretary, the Chair of the Panel may permit members of staff of S4C and any other person to attend Board meetings as appropriate.

### Terms of Reference

1. To consider the following matters, with the authority to agree on suitable decisions on behalf of the Board:
  - i. Complaints about S4C content relating to compliance or regulatory issues (not editorial), where the complainant disagrees with the Content Director and/or the Chief Executive's response, in accordance with the Complaints Process;
  - ii. Complaints relating to other matters, where the complainant disagrees with the response of S4C's Chief Executive and submits an appeal – provided that the Panel considers that there is sufficient reason to consider the request for an appeal.

### The Panel's Rights

The Panel may:

- commission specialist advice or research as required (through the Secretary);
- seek any information required from any member of staff, and all staff are instructed to co-operate with any request made by the Panel.

### Meeting Arrangements

The meetings will be held as required when a complaint is to be considered.

Individuals are required to leave the meeting when a conflict of interest arises (the Committee will have the final say in any conflict of interest).

The Secretary, or other competent person appointed by the Secretary, will record the meeting.

Minutes and/or reports from the Panel will not be submitted to the Board. However, a summary of the issues considered by the Panel during the reporting year will be presented to the Board through the Audit and Risk Committee as part of the annual report on complaints received by S4C.

Subject to the above provisions, the activities of the Committee shall be governed by, so far as relevant, the Standing Orders of the Board.
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