

## **HEARING PROCEDURE FOLLOWING A COMPLAINT**

- 1. CHAIR OF SUB-COMMITTEE:**
  - opens the meeting
  - introduces Members and Officers
  - confirms details of all parties in attendance
  - outlines procedure to be followed
  
- 2. LICENSING OFFICER OUTLINES THE MATTERS CONTAINED WITHIN THE REPORT**
  
- 3. QUESTIONS TO LICENSING OFFICER FOR CLARIFICATION FROM:**
  - Sub Committee
  - The Licence Holder and/or Legal Representative
  - The Complainant and/or Legal Representative
  
- 4. THE LICENCE HOLDER AND/OR LEGAL REPRESENTATIVE MAKES REPRESENTATIONS REGARDING THE COMPLAINT**
  
- 5. QUESTIONS TO THE LICENCE HOLDER AND/OR LEGAL REPRESENTATIVE FROM:**
  - Sub Committee
  - The complainant and/or Legal Representative
  - The Licensing Officer
  
- 6. THE COMPLAINANT AND/OR LEGAL REPRESENTATIVE MAKES REPRESENTATIONS REGARDING THE COMPLAINT**
  
- 7. QUESTIONS TO COMPLAINANT FROM:**
  - Sub Committee
  - The Licence Holder and/or Legal Representative
  - The Licensing Officer
  
- 8. COMPLAINANT/ LEGAL REPRESENTATIVE INVITED TO SUM UP (IF THEY WISH)**
  
- 9. THE LICENCE HOLDER / LEGAL REPRESENTATIVE INVITED TO SUM UP (IF THEY WISH)**
  
- 10. DECISION MAKING**

The sub Committee will retire to make the decision
  
- 11. NOTICE OF DECISION**