

**SHREWSBURY TOWN COUNCIL**

**Meeting of the External Complaints/FOI/Appeals Committee  
Riggs Hall, Shrewsbury  
At 11am on Thursday 31<sup>st</sup> March 2022**

**PRESENT**

Councillors: Kate Halliday (Chair), R Wilson, A Phillips

**IN ATTENDANCE AT SEPARATE INTERVALS**

Complainant, Amanda Spencer (Deputy Town Clerk), Stuart Farmer (Projects Manager) & Helen Ball (Town Clerk)

**08/22 APOLOGIES**

There were no apologies for absence.

**09/22 DECLARATIONS OF PECUNIARY INTERESTS**

There were no declarations of interest made.

**10/22 STAGE 2 COMPLAINT – CONCESSIONS TENDER CHALLENGE**

The Committee considered a complaint regarding the process for concession tenders.

The Complainant briefed the committee on the yearly license which has been held for the past 6 years and the detrimental impact that the decision has had on both the business and personal life.

The Deputy Town Clerk briefed the Committee on the Stage 1 review process and that the Town Council were required to undertake a process of due diligence to award any new licence for the 2022/23 Financial Year.

The Projects Manager briefed the Committee regarding his involvement in the tender process and when the tender process was triggered.

The Town Clerk was questioned regarding the complaints and tender process.

The Committee were content that Officers had reviewed the tenders in accordance with the tender specification and criteria.

The Committee concluded that the complaint be dismissed.

**RESOLVED**

- (i) That the Complaint be dismissed**

**RECOMMENDED**

- (i) That a thorough review of the timing, communications and challenge of future tenders is carried out, and that consideration be given as to whether all licences should go to tender by default.**