

# Members' Code of Conduct COMPLAINT FORM



This information is available in different languages, large print, Braille or audio tape.

Si desea este informe en español, por favor contactar a Sompriti: 01273 519104

Bu bilgiyi Türkçe olarak istiyorsanız, 01273 519104 numarasından Sompritiyi arayınız.

আপনার ভাষায় এই তথ্য পেতে হলে টেলিফোন করুন।

Se desajar esta informação em português, é favor contactar a Sompriti: 01273 519104

此信息有普通话版本如有需要请致电 Sompriti: 01273 519104

此信息有廣東話版本如有需要請致電 Sompriti: 01273 519104

Please contact us by one of the methods given at Section 8 of this leaflet, for further details.

## Your details

1. Please provide us with your name and contact details

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Daytime telephone:</b>	
<b>Evening telephone:</b>	
<b>Mobile telephone:</b>	
<b>Email address:</b>	

Your address and contact details will not usually be released unless necessary or to deal with your complaint.

However, we will tell the following people that you have made this complaint:

- the Member(s) you are complaining about
- the appropriate parish or town clerk (if applicable)

We will tell them your name and give them a summary of your complaint. We will give them full details of your complaint and we are likely to discuss this with them. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 6 of this form.

2. Please tell us which of the following best describes you:

- Member of the public
- An elected or co-opted Member of an authority
- Member of Parliament
- Local authority monitoring officer
- Other council officer or authority employee
- Other ( )

### **Making your complaint**

3. We will normally acknowledge receipt of your complaint within 5 working days. The Monitoring Officer will review every complaint received and after consultation with the Independent Person take a decision as to whether the complaint merits formal investigation. This decision whether or not to formally investigate your complaint will normally be taken within 10 working days of receipt of your complaint.

It is anticipated that in the majority of cases the Monitoring Officer will be able to resolve the complaint informally; it is likely that only the most serious of cases will be referred for a formal investigation.

4. Please provide us with the name of the Member(s) you believe have breached the Code of Conduct of their authority and the name of their authority:

Title	First name	Last name	Council or authority name

5. Please explain in this section (or on separate sheets) what the Member has done that you believe breaches the Code of Conduct of their authority. If you are complaining about more than one Member you should clearly explain what each individual person has done that you believe breaches the Code of Conduct.

It is important that you provide all the information you wish to have taken into account by Monitoring Officer. For example:

- You should be specific, wherever possible, about exactly what you are alleging the Member said or did. For instance, instead of writing that the Member insulted you, you should state what it was they said.
- You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general timeframe. Complaints that arise from an incident that is over 6 months old will not be dealt with, unless there are extenuating circumstances for the delay in making in the complaint – these need to be included.
- You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information.

Please provide us with the details of your complaint. Continue on a separate sheet if there is not enough space on this form.

**Only complete this next section if you are requesting that your identity is kept confidential**

6. In the interests of fairness and natural justice, we believe Members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or the details of your complaint unless you have good reason to believe that:
- You have reasonable grounds for believing you are at risk of physical harm if your identity is disclosed
  - You are an officer who works closely with the member(s) complained of and are concerned about the possible consequences to your employment or job if your identity is disclosed.
  - You suffer from a serious health condition and there are medical risks associated with your identity being disclosed.

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The Monitoring Officer will consider the request alongside the substance of your complaint. We will then

contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the option of withdrawing your complaint.

However, it is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name even if you have expressly asked us not to.

Please provide us with details of why you believe we should withhold your name and/or the details of your complaint:

### **Additional Help**

7. Complaints must be submitted in writing. This includes fax and electronic submissions. However, in line with the requirements of the Disability Discrimination Act 2000, we can make reasonable adjustments to assist you if you have a disability that prevents you from making your complaint in writing.

We can also help if English is not your first language.

If you need any support in completing this form, please let us know as soon as possible.

### **Where to send this form**

8. This form when complete can be sent:

by post to                      The Monitoring Officer  
Rother District Council  
Town Hall  
Bexhill-on-Sea  
East Sussex TN39 3JX

by e-mail to: [standards@rother.gov.uk](mailto:standards@rother.gov.uk)

by fax to: 01424 787879

### **Further Advice or Support**

9. If you require any advice or support in completing this form please contact:

Mrs Lisa Cooper  
Monitoring Officer  
Rother District Council  
Town Hall  
Bexhill-on-Sea, East Sussex TN39 3JX  
Telephone 01424 787813  
Email: [lisa.cooper@rother.gov.uk](mailto:lisa.cooper@rother.gov.uk)