

Summary of the Complaints Process

The Monitoring Officer will review every complaint received and, after consultation with the Independent Person, take a decision as to the action to be taken.

The M.O. may request information from you or from the councillor against whom your complaint is directed. If this is the case, additional time will be needed before she can assess the Complaint.

The councillor complained against, will be informed of the complaint and the identity of the complainant.

The arrangements for dealing with the complaint will be proportionate to the complaint. The Monitoring Officer may seek to resolve the complaint informally, without the need for a formal investigation.

The Monitoring Officer may, after consultation with the Independent Person, appoint an investigator. If the Investigator finds that there is no breach of the Code and the Monitoring Officer is satisfied with this assessment, the complainant and councillor will be informed that no further action will be taken.

If a breach is identified, the Monitoring Officer may decide:

1. That a local resolution is appropriate and can be achieved; or
2. That the matter should be referred to a Standards Committee Hearing Panel.

When the Monitoring Officer has taken a decision, she will inform the complainant and the Member of her decision and the reasons for that decision.