

COMPLAINTS AGAINST COUNCILLORS

	STAGE 1 INITIAL ASSESSMENT (5 DAYS)	2 - PRELIMINARY ENQUIRIES	3 - INVESTIGATION	4- HEARING
LEVEL ONE COMPLAINT	<p>DAY ONE: Complaint received by Monitoring Officer (MO)</p> <p>Complaint acknowledged within 3 DAYS, confirming the Officer dealing with it, the reference number and an explanation of the process</p> <p>MO will advise the complainant if the complaint falls within the scope of the Standards Committee process within 5 DAYS.</p> <p style="text-align: center;">NO</p> <p>Is the case against an Officer or delivery of services. If yes, case referred to relevant Complaints process. If no, case dismissed.</p>	<p>MO categorises the complaint</p> <p>is there evidence of a material breach of the Code?</p> <p style="text-align: center;">NO</p> <p>Category One: Minor breaches will be determined by MO with no or very limited further inquiry, and the complainant will be advised within 20 WORKING DAYS after receipt of the complaint, or as soon as possible thereafter.</p> <p style="text-align: center;">YES</p>		
INFORMAL RESOLUTION		<p>Category 2. For minor breaches, is an Informal resolution, such as training, possible with no formal investigation?</p> <p style="text-align: center;">YES</p> <p>MO considers appropriate action and will consult with the Complainant and Councillor before deciding to proceed.</p> <p style="text-align: center;">NO</p>		
LEVEL TWO COMPLAINT			<p>Category 3. Refer for formal investigation</p> <p>MO will consult with the Independent Person (IP), council clerks or other relevant persons.</p> <p>If no breach is found, the case is closed in consultation with the IP.</p> <p>If a Breach is established can a local solution be found and agreed by all parties?</p>	<p>If no the case is referred to the Hearing Panel</p> <p style="text-align: center;">NO</p> <p>Where upheld the Panel can impose, or report to the Council or Parish Council with a recommendation for sanctions.</p>