

**Complaint Form received**

Monitoring Officer to acknowledge receipt of complaint within **5 working days**.

Monitoring Officer may also advise the Leader of the Council, Subject Member's Group Leader and Chief Executive of the complaint within **5 working days**

Monitoring Officer may advise Member against whom complaint has been made within **5 working days**

**Will your complaint be investigated?**

**Yes**

**No**

Monitoring Officer will review every complaint to determine whether it merits formal investigation in consultation with the Independent Person. See Appendix 2 - Assessment of Complaint for more information. Decision will be taken within **10 working days**.

Monitoring Officer may advise the Complainant, the Independent Person, the Chairman of the S&A Committee, all Group Leaders, the Chief Executive and the Subject Member of the decision.

Following review of the complaint the Monitoring Officer may deem it appropriate to resolve the complaint through Informal Resolution.

Seek to resolve by Informal Resolution within **20 working days**

Vexatious or frivolous complaints will not be formally investigated

Monitoring Officer will appoint an Investigating Officer.

Appointed within **10 working days**.

Following the investigation the Investigating Officer will produce a draft report which will be sent to the Monitoring Officer, Complainant and Subject Member.

The Complainant and the Subject Member will have an opportunity to identify any aspects of the report with which they disagree or which they believe requires further consideration

Having received and taken account of any comments on the draft report, the Investigating Officer will send his/her final report to the Monitoring Officer

**Outcome of Complaint**

**Investigating Officer concludes there is no evidence of failure to comply with Code of Conduct?**

**Investigating Officer concludes there is evidence of failure to comply with Code of Conduct?**

Monitoring Officer will review the Investigating Officer's report within **10 working days** and, if satisfied (after consulting the Independent Person) that the Investigating Officer's report is sufficient, the Monitoring Officer will write to the Complainant and to the Subject Member concerned to provide them with a final copy of the report and to notify them that he/she is satisfied that **no further action is required**

The Monitoring Officer shall send a copy of the final report to the Complainant, Subject Member, the Leader, Members Group Leader, Chairman of the Standards and Audit Committee and the Chief Executive

If the Monitoring Officer is not satisfied that the investigation has been conducted properly, he/she may ask the Investigating Officer to reconsider his/her report

Monitoring Officer will review the Investigating Officer's report within **10 working days** and will then either send the matter for **local hearing** before the Standards Hearings Sub-Committee or, after consulting the Independent Person, seek **Informal Resolution**

**Informal Resolution**  
Monitoring Officer will consult Independent Person and Complainant to agree what they consider a fair resolution. If Subject Member complies with the suggested resolution, the Monitoring Officer will report the matter to the Standards and Audit Committee for information, but will otherwise take no further action

**Within 20 working days**

**Local Hearing /Standards Hearing Sub-Committee**

Monitoring Officer will conduct pre-hearing process. See Appendix 3. The Investigating Officer and Subject Member will make representations to the Standards Hearings Sub-Committee and if the Sub-Committee finds the Subject Member failed to comply with the Code of Conduct the Chairman will inform the Member of this finding and the Standards Hearings Sub-Committee will then consider what action, if any, it should take as a result of the Member's failure to comply with the Code of Conduct

Monitoring Officer will prepare a formal decision notice in consultation with the Chairman of the Standards Hearings Sub-Committee **as soon as reasonably practicable**

The decision notice will set out the reason for the decision and be sent to the Complainant and to the Member