

Member Code of Conduct

Advice on raising your complaint

So that we can consider and resolve your complaint efficiently, it is important that we gather all relevant information from you early in the process. This guide explains what we will need from you in order to proceed and how to make contact with us if anything is unclear.

Details of how your complaint will be processed can be found [here](#)

Providing the right information

- Please provide us with your name and contact details including your address, email and telephone number. This is important so that we can contact you to discuss your complaint or to seek further information. Anonymous complaints will only be considered if there is independent evidence to substantiate the complaint. Without that independent evidence it is not possible to fairly investigate the matter.
- Please ensure you clearly identify the name of the member(s) you believe have breached the Code of Conduct which can be found [here](#). We can only consider complaints about member(s) of Warwickshire County Council.
- Please explain clearly what the member has done which you believe breaches the Code of Conduct. If you are complaining about more than one member, then you should clearly explain what each individual person has done that you believe breaches the Code.
- It is important that you provide **as much detail as possible** and that you attach any copies of any written documents that you are relying on to enable us to properly consider your complaint.
- You should be specific, wherever possible, about exactly what you are alleging the member said or did. For example, instead of writing that the member insulted you, you should set out what the member actually said and the tone taken.
- You should provide the dates of alleged incidents wherever possible. If you cannot provide exact dates, it is important to give a general time frame so that matters can be properly investigated.
- You should confirm whether there were any witnesses to the alleged conduct and provide the names and contact details of those witnesses if possible.

- You should provide any relevant background information.
- If more than a month has elapsed since the incident or latest incident occurred, please explain why the complaint has not been made earlier.

Confidentiality and you

- In the interests of fairness and natural justice we believe that the member(s) concerned should have the right to know who has made a complaint about them and the nature of the complaint. If you are requesting confidentiality, you should set out in detail why you believe that your name, address and/or details of your complaint should be withheld.
- We are unlikely to withhold your identity or the details of your complaint unless we are satisfied that there is a risk to you if your identity is known. This may include evidence that:
 - You suffer from a serious health condition and there are medical risks associated with your identity being disclosed. (We would expect you to have medical evidence to support this)
 - You would be at risk of physical harm
 - You are an officer of the authority working closely with the member concerned and you are afraid of the consequences to your employment (Officers should consult the whistleblowing procedure).
- Requests for confidentiality or suppression of complaint details will not automatically be granted. If we consider that the complaint cannot be properly investigated without disclosing such details, we will normally allow you the opportunity to withdraw your complaint.
- However, we may consider that what has been complained about is so serious that it must be investigated and in those circumstances we will proceed with the investigation or other action and disclose your name etc even though you have asked us not to.

Complaints to be submitted in writing

- Complaints must be submitted in writing; “in writing” includes email and other electronic submissions.
- In line with the requirements of the Equality Act 2010 we can make reasonable adjustments to assist you if you have a disability that prevents or makes it more difficult for you to make a complaint in writing.
- We can also help you if English is not your first language.

- If you need any help completing this form, please contact the Monitoring Officer as soon as possible.

Where to send your complaint

You should send your complaint to the Monitoring Officer

Online: via the Webform at <https://www.warwickshire.gov.uk/council-democracy-councillors/complaints-councillors/2>

By email to: monitoringofficer@warwickshire.gov.uk

By post to: The Monitoring Officer
Warwickshire County Council
Shire Hall
Warwick
CV34 4RR