

COMPLAINT FORM

***Please read the Advice Note accompanying this complaint form before completing the form.***

# Section A - Your details

1. Please provide us with your name and contact details. Anonymous complaints will only be considered if there is independent evidence to substantiate the complaint.

|  |  |
| --- | --- |
| **Title:** |  |
| **First name:** |  |
| **Last name:** |  |
| **Address:** |  |
| **Daytime telephone:** |  |
| **Evening telephone:** |  |
| **Mobile telephone:** |  |
| **Email address:** |  |

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 councillor(s) you are complaining about
  + the members of the sub-committee dealing with your complaint
  + the monitoring officer of the authority or his nominee
  + Any investigating officer that is appointed

We will tell them your name, give them a summary of your complaint. We will give them full details of your complaint where necessary or appropriate to be able to deal with it. If you have serious concerns about the release of your name or information about your complaint, please complete **Section C** of this form.

1. Please tell us which complainant type best describes you:

Member of the public

An elected or co-opted member of an authority

An independent member of the standards committee Member of Parliament

Local authority monitoring officer Council officer or employee

Other ( )

# Section B Making your complaint

1. Please provide us with the name of the councillor(s) you believe have breached the Code of Conduct:

|  |  |  |
| --- | --- | --- |
| Title | Forename | Surname |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

1. Please explain in this section (or on separate sheets) what the councillor has done that you believe breaches the Code of Conduct. If you are complaining about more than one councillor 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 the Monitoring Officer when she decides whether to take any action on your complaint. For example:

* + You should be specific, wherever possible, about exactly what you are alleging the councillor said or did. For instance, instead of writing that the councillor insulted you, you should state what it was they actually 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.
  + 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.
  + If more than a month has elapsed since the incident or latest incident occurred please explain why the complaint has not been made earlier

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

# Section C –Confidentiality request by complainant

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

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 suffer from a serious health condition and there are medical risks associated with your identity being disclosed (we would normally expect to have medical evidence to support this)
* you would be at risk of physical harm if your identity is disclosed
* you are an officer of the authority working closely with the councillor concerned and you are afraid of the consequences to your employment (Officers should consult the authority’s whistle-blowing procedure)

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. 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 set out your reasons for requesting confidentiality below. Continue on a separate sheet if necessary.

# Section D - Additional Help

1. Complaints must be submitted in writing however, 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 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 contact the Monitoring Officer as soon as possible.

# Section E – Where to send your complaint

**6** Your completed complaint form together with any additional information should be sent to

## The Monitoring Officer Warwickshire County Council Shire Hall Warwick CV34 4RL

**OR**

**By email to:** [**monitoringofficer@warwickshire.gov.uk**](mailto:monitoringofficer@warwickshire.gov.uk)

**SECTION F What happens next?**

**7.** When we receive a complaint about something under the Code the decision whether or not to investigate rests with the monitoring officer. We focus only on allegations that we believe have the potential to damage the public's confidence in local democracy and are sufficiently serious to merit investigation. Please see our website for more information about when we are likely to refer a matter for investigation.

<http://www.warwickshire.gov.uk/councillorcomplaints>

You will be notified of our decision in writing. Normally this will be within 20 working days of us receiving the complaint.