

## Member Complaint Process

Step	Procedure
1	The Council will aim to acknowledge receipt of complaints within 5 working days. The Monitoring Officer will consider whether it appears that there had been a breach of the code of conduct. At this stage if the complaint is not to progress further the Monitoring Officer will notify the complainant in writing of that fact.
2	If the complaint amounts to a potential breach of the code the Monitoring Officer will write to the subject member with details of the complaint, including those of the complainant (unless any confidentiality request has been agreed) and seek their views.
3	The subject member of the complaint will provide their written comments, with supporting documentation or indicate that they do not wish to provide a written response to the complaint.
4	If the complaint identifies criminal conduct or breach of other regulation by any person, the Monitoring Officer has the power to call in the Police and other regulatory agencies.
5	The Monitoring Officer will consider the complaint again in the context of any written submissions and supporting documentation provided by the subject member and will seek the views of the Independent Person.
6	Once the Monitoring Officer has reviewed the complaint they will decide if the complaint requires further investigation or can be resolved by way of local resolution. There may be occasions when Group Leaders could be asked to facilitate a local resolution.
7	Where informal resolution is not possible, the Monitoring Officer will refer the complaint to the Chair of Standards Committee to decide whether a formal investigation is required by an external Independent investigation officer.
8	If formal investigation is required, an Independent investigation officer will be appointed. Both the complainant and the member will receive a draft copy of the investigating officer's report and will have the opportunity to respond to it. The investigating officer will then produce a final report.
9	Once the final report is received the report will be referred to the Standards Committee for consideration and action as appropriate.