Complaint Form received **Monitoring Officer to** Monitoring Officer may acknowledge receipt of advise Member against complaint within 5 working days. whom complaint has been made within 5 Monitoring Officer may also working days advise the Leader of the Council, Subject Member's Group Leader and Chief Executive of the complaint within 5 working days Will your complaint be investigated? No Yes Monitoring Officer will review every Following review of the complaint Vexatious or complaint to determine whether it merits the Monitoring Officer may deem it frivolous complaints formal investigation in consultation with appropriate to resolve the complaint will not be formally the Independent Person. See Appendix 1B through Informal Resolution. investigated -Assessment of Complaint for more Seek to resolve by Informal information. Decision will be taken within Resolution within 20 working days 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. 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 before the Standards Panel 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

Standards Panel

Monitoring Officer will conduct the Standards Panel process. See Appendix 1C. The Investigating Officer and Subject Member will make representations to the Standards Panel and if the Panel finds the Subject Member failed to comply with the Code of Conduct the Chairman will inform the Member of this finding and the Standards Panel 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 Panel.

Within 10 working days

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