

## Local Code of Conduct Complaints Process

### Complaint form:

#### 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.

<b>Title:</b>	
<b>First name:</b>	
<b>Last name:</b>	
<b>Address:</b>	
<b>Contact telephone:</b>	
<b>Email address:</b>	
<b>Signature:</b>	
<b>Date of complaint:</b>	
<b>Preferred method and time of contact (optional)</b>	

Your address and contact details will not usually be released unless necessary or to deal with your complaint.

The following people will see this form:

- Members of the Standards Sub-Committee (Initial Assessment)
- Monitoring Officer of the Council
- the Parish Clerk (if applicable)
- the Member(s) you are complaining about

We will tell them your name and address and a brief summary of your complaint. Full details of your complaint may be given if it is necessary or appropriate in order to deal with the complaint. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete **Section C** of this form and also discuss your reasons or concerns with the Council's Monitoring Officer.

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

- A member of the public
- An elected or co-opted Member of the Council
- An independent member of a Standards Committee
- A Member of Parliament
- A Monitoring Officer
- Other council employee, contractor or agent of the Council
- Other ( )

**B. Making your complaint**

4. Please provide us with the name of the member(s) you believe have breached the Council's Code of Conduct:

Title	First Name	Last name

5. Please explain in this section (or on separate sheet(s)) what the Member is alleged to have done that you believe breaches the Code of Conduct. If you are complaining about more than one member you should clearly explain what each individual person has done, with dates/witnesses to substantiate the alleged breach.

It is also important that you provide all the evidence you wish to have taken into account by the Standards Committee when it decides whether to take any action on your complaint or not. For example:

- You should be specific, wherever possible about exactly what you are alleging the member said or did. For instance, instead of writing that the member insulted you, you should state what it was they said or did to insult you.
- You should provide the dates of the alleged incidents wherever possible. If you cannot provide exact dates it is important to give a general time-frame.
- 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 or other relevant documentary evidence to support your allegation(s).

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

### **C. Confidentiality of complainant and the complaint details**

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

6. In the interests of fairness and in compliance with the rules of natural justice, we believe members who are complained about have a right to know who has made the complaint and the substance of the allegation(s) made against him/her. We are, therefore, unlikely to withhold your personal details or the details of your complaint unless you have good reasons to believe that you have justifiable grounds, for example:-

- To believe you may be victimised or harassed by the Member(s) against whom you are submitting a written complaint (or by a person associated with the same); or
- May receive less favourable treatment from the Council because of the seniority of the Member against whom you are submitting a written complaint in terms of any existing Council service provision or any tender/contract that you may have or are about to submit to the Council.

Please note that requests for confidentiality or requests for suppression of the personal and complaint details will not automatically be granted. The Standards Sub-Committee (Initial Assessment) will consider the request alongside the substance of your complaint and the Monitoring Officer will then contact you with the decision. If your request for confidentiality is not granted, we will usually allow you the opportunity, if you so wish, of withdrawing your complaint.

However, it is important to understand that – in exceptional circumstances, where the matter complained about is very serious – we may proceed with an investigation (or other action) and may have

no choice but to disclose your personal and complaint details, because of the allegation(s) made, even if you have expressly asked us not to.

Please provide us with details of why you believe we should withhold your name and/or the details of your complaint.

**(Continue on separate sheet(s), as necessary)**

**D. Remedy sought**

7. It may sometimes be possible to resolve a complaint without following the formal investigation and hearing process. In such cases it is important that appropriate action is taken quickly to resolve the matter. Please advise if you are **NOT** willing for attempts to be made to seek an early informal resolution to your complaint. If you are willing to pursue an informal resolution we will try to resolve your complaint before it is submitted to the Referral Sub Committee of the Standards Committee. To assist us please indicate the remedy or remedies you are looking for or hoping to achieve by submitting this complaint.

**(Continue on separate sheet(s), as necessary)**

**E. Additional information**

8. Complaints must be submitted in writing. This includes fax and electronic submissions. Frivolous, vexatious and politically motivated tit-for-tat complaints are likely to be rejected.
9. In line with the requirements of the Disability Discrimination Act 2000, 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.
10. If you need any support in completing this form, please contact the Monitoring Officer as soon as possible.
11. Please refer to the guidance notes that accompany this form for further information.

Please return forms to:-

The Monitoring Officer  
Kettering Borough Council  
Municipal Offices  
Bowling Green Road  
Kettering  
Northants  
NN15 7QX

Tel: 01536 534209  
Fax: 01536 315120  
Email: [suelyons@kettering.gov.uk](mailto:suelyons@kettering.gov.uk)