

Warwick District Council
Complaint report and investigation approach

Complaint Number:	
Investigating Officer and Contact Details:	
Complainant Contact Details:	
Start Date:	
Completion Date:	
Hours taken to complete the Investigation:	

Complaint

Define the complaint wording which, when it is a complex case, should be agreed with the complainant.

How was the complainant affected?

This should be taken from the complainant, either copied from the complaint form or asked for in first correspondence.

Proposed areas of the Code of Conduct broken

Include details of any proposed remedy sought by the complainant.

The complainant may not propose a remedy in the first instance and indeed in some cases there may not be feasible remedies available. However the investigating officer should try to draw a proposed remedy from the complainant to assist during the investigation.

Investigation

The investigation should be undertaken with an open mind and every possibility should be given for the complainant to put their case across.

The investigating officer should meet with the both the complainant and the Councillor at least once.

The investigating officer should seek and consider all relevant information and contact all relevant witnesses.

Ideally this should be through a face to face meeting or, if the individual prefers, by telephone conversation. In addition where it is felt appropriate the investigation can be done via written correspondence. Notes should be kept of the meeting but they are not required to be formal witness statements.

Conclusion

This should detail the conclusions to the investigation which should be referred back to paragraphs within the investigation section and state which parts of the Code of Conduct have been breached or not.