

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

This should outline the specific areas of the Code of Conduct that

- (a) The complainant feels are relevant;
- (b) The Monitoring Officer considered are relevant; and
- (c) The Investigating Officer considered are relevant.

Investigation

The intention will be that any investigation should be concluded within 40 working days of appointment of the Investigating Officer.

The Investigating Officer will meet with the complainant to understand the nature of the complaint so that they can explain their understanding of events and suggest what documents the Investigating Officer needs to see, and who the Investigating Officer needs to interview.

The Investigating Officer will normally write to the Councillor against whom the complaint is made and provide them with a copy of the complaint, and ask the Councillor to provide their explanation of events, and to identify what documents they need to see and who they need to interview. The Investigating Officer should meet with the Councillor at least once.

In exceptional cases, where it is appropriate to keep the complainant's identity confidential or where the disclosure of details of the complaint to the Councillor might prejudice the investigation, the Monitoring Officer can redact appropriate information from the papers given to the Councillor, or delay notifying the Councillor until the investigation has progressed sufficiently.

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 will seek and consider all relevant information and contact all relevant witnesses. This should be through a face to face meeting or, if the individual prefers, by telephone conversation.

Where it is felt appropriate the investigation can be done via written correspondence.

Notes should be kept of any meetings by the Investigating Officer but these are not required to be formal witness statements and submitted to the Monitoring officer at the conclusion of the investigation.

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.