



# Complaint Form

This form should be used to make a formal complaint regarding the conduct of a Warwick District Councillor, or Parish/Town Councillor whose authority is within Warwick District.

## Your details

Please provide 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>Daytime telephone:</b>	
<b>Evening telephone:</b>	
<b>Mobile telephone:</b>	
<b>Email address:</b>	

Your address and contact details will not be released without prior discussion with and approval by the complainant. If you have a serious concern about your name and a summary, or details of your complaint, being released you must complete the relevant section of the complaint form.

The Monitoring Officer will, however, tell the following people that a complaint has been made together with the complainant's name and a summary of the complaint:

- the Councillor(s) who the complaint is about
- the Independent Persons for the Council
- the Parish or Town Clerk (if applicable)

When the complaint relates to a Warwick District Councillor the Monitoring Officer will notify the relevant Political Group Leader so they are aware of the matter.

The Monitoring Officer will tell them your name and give them a summary of your complaint. The Monitoring Officer will give them full details of your complaint where necessary or appropriate to be able to deal with it. Your name will normally be in the public domain if the matter progresses to a public hearing. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete the relevant section of this form.

Please tell us which complainant type best describes you:

- Member of the public
- An elected or co-opted member of an authority
- Council officer or authority employee

## Making your complaint

Please provide us with the name of the member(s) you believe have breached the Code of Conduct and the name of their authority:

Title	First name	Last name	Council or authority name

Please explain in this section (or on separate sheets) what the member has 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 that you believe breaches the Code of Conduct.

It is important that you provide all the information you wish to have taken into account by the Monitoring Officer when they decide whether to take any action on your complaint. 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.
- § 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 and provide their names and contact details if possible.
- § You should provide any relevant background information.
- § If more than one month has elapsed since the incident or latest incident occurred please explain why the complaint has not been made earlier.

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

## Confidentiality request by complainant

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

In the interests of fairness and natural justice, we believe members who are complained about have a right to know who has made the complaint. We also believe they have a right to be provided with a summary of the complaint. We are unlikely to withhold your identity or the details of your complaint unless you have good reason to believe that:

- they will be at risk of physical harm if their identity is disclosed;
- they are an officer who works closely with the Councillor concerned and they will suffer a disadvantage to their employment or may lose their job if their identity is disclosed (officers should consult the Council's whistle-blowing procedure); or
- they suffer from a serious health condition leading to medical risks associated with their identity being disclosed.

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The Monitoring Officer, in consultation with the Independent Person advising Warwick District Council, will consider the request alongside the substance of the complaint. The Monitoring Officer will then tell the complainant of the decision.

It is important to understand that in certain exceptional circumstances where the matter complained about is very serious, we can proceed with an investigation or other action and disclose your name 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:*

## **Additional Help**

Complaints must be submitted in writing. This includes fax and electronic submissions.

If you need any support in completing this form, please contact the Council's Monitoring Officer as soon as possible.

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.

## **What Happens now Monitoring Officer**

On receipt of your complaint the Monitoring Officer will acknowledge receipt and confirm their understanding of your complaint with you. They will also provide you with an over view of the process for considering complaints about Councillors.

They will then discuss the matter with the Independent Person for the Council. The aim of this discussion is look at the complaint objectively and to try and find an early resolution in the process. The Monitoring Officer will inform you of the outcome of this discussion and the next steps they intend to take on this matter.

## **Where to send your complaint**

Your completed complaint form together with any additional information should be sent to:

**The Monitoring Officer, Warwick District Council, Riverside House, Milverton Hill, Royal Leamington Spa CV32 5HZ**