



Complaining about a councillor

Charnwood Borough Councillors and the councillors of the 27 Town and Parish Councils in the Borough have to comply with a Code of Conduct. (A list of the Town and Parish Councils can be found at the end of this booklet.)

The Borough Council's Code of Conduct can be found on the Council's website at: <http://www.charnwood.gov.uk/uploads/memberscodeofconduct.pdf>. Alternatively you can contact the Monitoring Officer using the address below or telephoning 01509 634785.

If you think that a councillor has not followed the requirements of the Code you can make a complaint to the Borough Council's Standards Committee using the attached form. The form should be sent to:

Standards Committee
c/o Adrian Ward
Monitoring Officer
Charnwood Borough Council
Southfield Road
Loughborough
LE11 2TT
e-mail adrian.ward@charnwood.gov.uk

What will happen to your complaint

When you submit your complaint we will write to you to let you know we have received it.

A Standards Panel made up of members of the Standards Committee will meet to consider your complaint and decide whether it should be referred for investigation or other action or not. This will normally happen within 20 working days of the date we receive your complaint. Meetings of the Panel are not open to the public, which means that you will not be able to attend. It is therefore very important that you set your complaint out clearly and provide at the outset all the information you wish the Panel to consider.

The criteria that will be used to assess your complaint and decide whether it should be investigated can be found on the Council's website at <http://www.charnwood.gov.uk/pages/makingacomplaintaboutacouncillor>. Alternatively you can contact the Monitoring Officer using the address above or telephoning 01509 634785.

Complaints about a decision or action by the Council, one of its committees or its employees, a service provided by the Council or the Council's procedures do not fall within the jurisdiction of the Standards Committee. If you wish to complain about these you should use the 'Have Your Say' leaflet, e-mail complaints@charnwood.gov.uk or telephone 01509 634596.

When the Standards Panel has met we will notify you in writing of its decision. At the same time we write to you, we will also write to the councillor(s) you have complained about and the parish or town clerk (if applicable). We will normally send these letters within five working days of the Panel reaching its decision. The Panel will consider any reasons you provide for not disclosing your name or details of the complaint but may still decide to do so. The decision of the Panel is also made available for public inspection but this will not include information about you. If the Panel decides not to take any action regarding your complaint you have a right to ask for that decision to be reviewed.

If you have any questions about making a complaint please contact the Monitoring Officer.

Adrian Ward
 Monitoring Officer
 Charnwood Borough Council
 Southfield Road
 Loughborough
 LE11 2TT

telephone 01509 634573
 e-mail adrian.ward@charnwood.gov.uk

Town and Parish Councils in Charnwood

Anstey Parish Council	Barkby Parish Council
Barrow Upon Soar Parish Council	Birstall Parish Council
Burton on the Wolds Cotes & Prestwold Parish Council	Cossington Parish Council
East Goscote Parish Council	Hathern Parish Council
Hoton Parish Council	Mountsorrel Parish Council
Newtown Linford Parish Council	Queniborough Parish Council
Quorn Parish Council	Ratcliffe on the Wreake Parish Council
Rearsby Parish Council	Rothley Parish Council
Seagrave Parish Council	Shepshed Town Council
Sileby Parish Council	South Croxton Parish Council
Syston Town Council	Thrussington Parish Council
Thurcaston & Cropston Parish Council	Thurmaston Parish Council
Walton on the Wolds Parish Council	Woodhouse Parish Council
Wymeswold Parish Council	



Complaining about a councillor COMPLAINT FORM

Charnwood Borough Councillors and the councillors of the 27 Town and Parish Councils in the Borough have to comply with a Code of Conduct. If you think that a councillor has not followed the requirements of the Code you can make a complaint to the Borough Council's Standards Committee using this form. Completed forms should be sent to Standards Committee, c/o Adrian Ward, Monitoring Officer, Charnwood Borough Council, Southfield Road, Loughborough, LE11 2TT, or e-mailed to adrian.ward@charnwood.gov.uk. Further information about making a complaint can be found in the attached booklet.

Your details

1. Please provide us with your name and contact details

Title:	
First name:	
Last name:	
Address:	
Daytime telephone:	
Evening telephone:	
Mobile telephone:	
Email address:	

We will normally tell the following people that you have made this complaint, but not your address and contact details:

- the councillor(s) you are complaining about
- the parish or town clerk (if applicable)

We will tell them your name and give them a summary of your complaint. **If you have serious concerns about your name and /or details of your complaint being released, please complete section 5 of this form.**

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

- Member of the public
- Councillor
- Independent or Parish Member of the Standards Committee
- Member of Parliament
- Local authority Monitoring Officer
- Town/Parish Council Clerk
- Other council officer or authority employee
- Other ()

Making your complaint

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

Title	First name	Last name	Council or authority name

4. Please explain, preferably in this section but on separate sheets if necessary, what the councillor has done which in your view breaches the Code of Conduct. If you are complaining about more than one councillor you should clearly explain what each individual person has done to breach the Code of Conduct.

It is important that you provide all the information you wish to have taken into account by the Standards Panel when it decides whether to take any action on your complaint. For example:

- You should be specific, wherever possible, about exactly what you are alleging the councillor said or did. For instance, instead of writing that the councillor insulted you, you should state what 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 timeframe.
- You should indicate whether there are any witnesses to the alleged conduct and who those witnesses are.
- You might find it useful to refer to the relevant section of the Code of Conduct as only potential breaches of the Code can be considered by the Panel.

Please provide us with the details of your complaint.

5. Confidentiality

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 councillors 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 reasonable grounds for believing that you will be at risk of physical harm if your identity is disclosed
- work closely with the councillor(s) and are afraid of the consequences in relation to your employment position
- provide reasonable evidence that you suffer from a serious health condition and there are medical risks associated with your identity being disclosed.

Please note that requests for confidentiality or requests for suppression of complaint details will not automatically be granted. The Standards Panel will consider the request alongside the substance of your complaint. We will then contact you with the decision. If your request for confidentiality is not granted, we may allow you the option of withdrawing your complaint.

However, 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

6. Complaints must be submitted in writing. This includes by fax or e-mail. However, we can make arrangements to assist you if you have a disability that prevents you from making your complaint in writing or if English is not your first language. If you need any help in completing this form, please let the Monitoring Officer know as soon as possible using the contact details above or by telephoning 01509 634573.

7. Equal Opportunities

By answering the following questions, you will help us to make sure we give a good and fair service to everyone in our community. Please tick one box in each section.

1. Are you:

Male

Female

2. Do you have a disability:

Yes

No

3. How would you describe your ethnic origin:

White:

British

Irish

Other white background

Asian or Asian British:

Indian

Pakistani

Bangladeshi

Other Asian background

Black or Black British:

Caribbean

African

Other black background

Mixed:

White & black Caribbean

White & black African

White & Asian

Other mixed background

Other ethnic group:

Chinese

Other ethnic background

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়া করে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ माहिती शुद्धी शुद्धी पद्धतिओमां उपलब्ध छे। ते भेजववा माटे कृपा करी आ नंबर पर झेन करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵੱਖ-ਵੱਖ ਸ਼ਕਲਾਂ ਵਿੱਚ ਮਿਲ ਸਕਦੀ ਹੈ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਸ਼ਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560