Complaining about a councillor

Charnwood Borough Councillors and co-opted members and the councillors and co-opted members 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 guidance.)


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

Adrian Ward  
Monitoring Officer  
Charnwood Borough Council  
Southfield Road  
Loughborough  
LE11 2TT  
e-mail [adrian.ward@charnwood.gov.uk](mailto: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.

The Monitoring Officer will review the complaint and obtain any necessary information that he or she requires to determine whether the complaint merits further action or investigation. This will normally happen within 15 working days of the date we receive your complaint. Normally the Monitoring Officer will seek to inform the councillor(s) involved that a complaint has been made about them at the earliest opportunity. The Monitoring Officer will consider any reasons you provide for not disclosing your name or details of the complaint but may still decide to do so. The Monitoring Officer will consult with one of the Independent Persons appointed by the Borough Council before reaching his or her decision.

After reaching a decision, the Monitoring Officer will write to you to inform you of it. At the same time he or she writes to you, he or she will also write to the councillor(s) you have complained about and the parish or town clerk (if applicable).

If the Monitoring Officer and the Independent Person disagree on the course of action to be taken and you are not satisfied with the outcome of the Monitoring Officer’s initial consideration of your complaint, you may request that the complaint is referred to a Panel
of the Council’s Member Conduct Committee to determine whether your complaint merits further action or not.

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 remit of this complaints procedure. 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.

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

<table>
<thead>
<tr>
<th>Anstey Parish Council</th>
<th>Barkby Parish Council</th>
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<tbody>
<tr>
<td>Barrow Upon Soar Parish Council</td>
<td>Birstall Parish Council</td>
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<tr>
<td>Burton on the Wolds Cotes &amp; Prestwold Parish Council</td>
<td>Cossington Parish Council</td>
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<td>East Goscote Parish Council</td>
<td>Hathern Parish Council</td>
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<td>Hoton Parish Council</td>
<td>Mountsorrel Parish Council</td>
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<td>Newtown Linford Parish Council</td>
<td>Queniborough Parish Council</td>
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<td>Quorn Parish Council</td>
<td>Ratcliffe on the Wreake Parish Council</td>
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<td>Rearsby Parish Council</td>
<td>Rothley Parish Council</td>
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<td>Seagrave Parish Council</td>
<td>Shepshed Town Council</td>
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<td>Sileby Parish Council</td>
<td>South Croxton Parish Council</td>
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<td>Syston Town Council</td>
<td>Thrusington Parish Council</td>
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<td>Thurcaston &amp; Cropston Parish Council</td>
<td>Thurcaston Parish Council</td>
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<td>Walton on the Wolds Parish Council</td>
<td>Woodhouse Parish Council</td>
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<td>Wymeswold Parish Council</td>
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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 Monitoring Officer using this form. Completed forms should be sent to 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 guidance.

Your details

1. Please provide us with your name and contact details

<table>
<thead>
<tr>
<th>Title:</th>
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<tr>
<td>First name:</td>
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<td>Address:</td>
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<td>Mobile telephone:</td>
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<td>Email address:</td>
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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
- [ ] 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:

<table>
<thead>
<tr>
<th>Title</th>
<th>First name</th>
<th>Last name</th>
<th>Council or authority name</th>
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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 sufficient information to enable the Monitoring Officer to decide 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 investigated.

Please provide us with the details of your complaint.
Confidentiality

5. 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 Monitoring Officer 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.

Personal information collected on this form will only be used for dealing with your complaint.
7. **Data Protection**

For information about how and why we may process your personal data, your data protection rights or how to contact our Data Protection Officer, please view our [Privacy Notice](#).

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