



Broxtowe
Borough
COUNCIL

Broxtowe Borough Council

Complaints about Councillors and Co-opted members

If you want to complain about the conduct of a councillor of Broxtowe Borough Council or a councillor of one of our town or parish councils in Broxtowe, please complete this form, the online webform or submit your complaint in writing to:

**The Monitoring Officer
Broxtowe Borough Council
Council Offices
Foster Avenue, Beeston
Nottingham NG9 1AB**

All complaints that relate to breaches of the Code of Conduct by councillors and co-opted members of the Borough Council and town or parish councillors will be referred to the Council's Monitoring Officer, who will decide if the complaint should be investigated or some other form of action taken.

This process can only deal with complaints that a councillor or co-opted member has failed to comply with the Code of Conduct. If you make a complaint it must be about why you think a councillor or co-opted member has not followed the Code of Conduct. The Code is available on the Council's website in Chapter 5a of the Council's Constitution www.broxtowe.gov.uk/constitution or from the Monitoring Officer at the above address.

The complaints process

Stage one - Initial complaint

- You should submit your complaint form to the Council's Monitoring Officer. The Monitoring Officer will confirm receipt of your complaint in writing within three working days.
- The Monitoring Officer will endeavour to achieve an early informal resolution of your complaint. If local resolution is found the matter will be closed.
- If the Monitoring Officer identifies a criminal conduct or breach of regulation, he will call in the Police or other regulatory agencies.
- If local resolution is not found the Monitoring Officer will consult with the Independent Person on the necessity for a formal investigation.

Stage two – Formal consideration of the complaint

- If the Monitoring officer, in consultation with the Independent Person, decides that a complaint merits formal investigation, they will order a full investigation of the matter.
- The complainant and the subject member may be required to provide further information.
- The Monitoring Officer may again endeavour to achieve a local resolution of your complaint. If local resolution is found the matter will be closed.

Stage three – Investigation of the complaint

- If the Monitoring Officer decides the complaint merits formal investigation an Investigating Officer will be appointed.
- At the end of the investigation the Monitoring Officer will write to those involved and inform them of the outcome on the investigation.
- Should the Monitoring conclude there has been a failure to comply with the Code of

Conduct; a Committee of Councillors may be formed to give further consideration of the complaint.

Broxtowe Borough Council

Complaints about Councillors and Co-opted members

Your details

Please provide us with your name and contact details

Title First name Last name

Address.....

..... Contact Tel No

E-mail Address

Your address and contact details will not usually be released unless necessary or to deal with your complaint. However, we will tell the following people that you have made this complaint:

- the member(s) you are complaining about
- the monitoring officer of the authority
- the parish or town clerk (if applicable)
- the council's Independent Person (if required)
- members of the Governance, Audit and Standards Panel Hearing

convened to consider your complaint (if required)

- officers involved in mediation (if applicable)

We will tell them your name and give them a summary of your complaint. We will give them full details of your complaint where necessary or appropriate to be able to deal with it. If you have serious concerns about your name and a summary, or details of your complaint being released, please complete section 6 of this form.

Please tell us which complainant type best describes you:

- | | |
|------------------------------------------------------------------------|----------------------------------------------------------------------|
| <input type="checkbox"/> Member of the public | <input type="checkbox"/> Other council officer or authority employee |
| <input type="checkbox"/> An elected or co-opted member of an authority | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Member of parliament | |
| <input type="checkbox"/> Local authority Monitoring Officer | |

Equality monitoring

The completion of the Council's Equality Monitoring is voluntary and any information will be treated as confidential, and will not be disclosed when your complaint is considered.

Ethnicity Monitoring Categories

How would you class yourself? Please tick

White

- British
- Irish
- Any other White background

Asian or Asian British

- Indian
- Pakistani
- Bangladeshi
- Any other Asian background

Black or Black British

- Caribbean
- African
- Any other Black background

Other Ethnic Groups

- Chinese
- Any other ethnic group
- Not stated

Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background

- Male
- Female

Disability Monitoring Question

Do you consider yourself as disabled or have any long-term health problem that limits daily activity? Yes No

Age Monitoring Categories

Which of the following age groups do you belong to?

- 17 years and under
- 18-24
- 25-29
- 30-44
- 45-59
- 60-64
- 65+

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 essential that you clearly refer to which part(s) of the code you are claiming the councillor has failed to comply with.** Failure to do this will result in a request for such details and consequential delay.

It is important that you provide all the information you wish to have taken into account by the Monitoring Officer when deciding 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 and **what part of the code you say it fails to comply with**. 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 as accurate timeframe as possible.
- You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible.
- You should provide any relevant background information and include copies of any documents, photographs or other records you are relying on.

Please provide us with the details of your complaint, cross-referring to the relevant code provisions.

Continue on a separate sheet if there is not enough space on this form.

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 provide us with an explanation of the exceptional reason why you think your details should be kept confidential. Any request for confidentiality must be sent to the Council with the complaint form.

Please note that requests for confidentiality or requests for suppression of complaint details may be granted, but in exceptional circumstances. 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 will usually 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 the details of why you believe we should withhold your name and/or the details of your complaint:

Guidance Note for Complainants

Are you using the correct form?

- Your complaint must be about conduct that occurred while the member(s) complained about were in office.
- Your complaint must be about one or more councillors or co-opted members of Broxtowe Borough Council or any parish or town council within the Borough of Broxtowe.
- Your complaint must be in writing. If a disability prevents you from doing so please contact the Council's Complaints representative for assistance.
e: complaints@broxtowe.gov.uk
t: 0115 917 3592

What happens once you submit your complaint?

- We will acknowledge receipt of it and also tell the person that you are complaining about that we have received your complaint.
- We will endeavor to achieve an early resolution of the complaint.
- If it is not possible to resolve the complaint by such an informal resolution it will be referred to the Council's Independent

Person to consider whether an investigation is necessary.

How should I set out my complaint?

- It is very important that you set your complaint out fully and provide all the information at the outset. You should also provide any documents or other material that you wish to be considered.
- We recommend that you use this form and additional sheets if necessary. You should tell us exactly what each person you are complaining about has said or done that has caused you to complain. If you are sending supporting documentation please cross-reference it against the summary of your complaint.
- You should be as detailed as possible and substantiate your complaint where you can. You should demonstrate that you have reasonable grounds for believing that the person complained about has breached the Code of Conduct.

Additional Help

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

We can also help if English is not your first language.

If you need any support in completing this form, please contact the Council's Complaints, on 0115 917 7777 or ask for a copy of our guidance notes.

If you need this leaflet in other formats or languages, contact us on 0115 917 7777

ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਫਾਰਮ ਲਿਖਣ ਲਈ ਕੋਈ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸੇਵਾਵਾਂ ਦੀ ਲੋੜ ਮਹਿਸੂਸ ਕਰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0115 9177777 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

如果你需要此傳單用其他的形式或文字寫成，請撥電話 0115 917 7777 與我們聯絡。

اگر آپ چاہتے ہیں کہ یہ لیفٹ آپ کو اردو زبان میں مہیا کیا جائے تو براہ مہربانی فون نمبر:- 0115 9177777 پر رابطہ کریں۔

This leaflet is available in large print



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Broxtove Borough Council
Council Offices, Foster Avenue,
Beeston, Nottingham NG9 1AB
Tel: 0115 917 7777
Fax: 0115 917 3131
www.broxtove.gov.uk



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