

Standards Complaints Form



North Kesteven
DISTRICT COUNCIL

Please note:

- This form is for submitting allegations about possible breaches of the Code of Conduct by your local councillor or parish/town councillor. Complaints will only be considered in relation to the relevant Code of Conduct and no other factors can be taken into account.
- If you would like to discuss your concerns informally before submitting a complaint, please contact the Monitoring Officer Team by emailing nk-monitoring@n-kesteven.gov.uk
- We can only accept written complaints. Please write clearly if handwriting the complaint. However, if you are unable to make your complaint in writing for any reason including disability or limited English, please contact the Monitoring Officer Team on the details above.
- We will accept the submission of complaints in person or via post or email.
- Complaints must be submitted within **six months** of the date that the alleged breach took place.
- An officer from the council may contact you personally to go through the details of your complaint.
- The council is unlikely to be able to keep your identity confidential or the information you have provided. If you have serious concerns about disclosure of your name and a summary of your complaint, please complete section 6 on confidential information.

1. Your Details

Please provide us with your name and contact details:

<i>Title</i>	
<i>First Name</i>	
<i>Last name</i>	
<i>Address</i>	

<i>Daytime telephone:</i>	
<i>Mobile telephone:</i>	
<i>Evening telephone:</i>	
<i>Email address:</i>	

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 Parish or Town Clerk (if applicable);
- The Independent Person.

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.

2. As the complainant, which of the following categories best describes you:

Member of the public		A co-opted member of the authority		Other - Please specify below	
A District Councillor		Member of Parliament			
A County Councillor		Local Authority Monitoring Officer			
A Parish/Town Councillor		Other Council officer or authority employee			

3. Name of the Member Concerned

Please provide us with the name of the Member(s) you believe have breached the Members' Code of Conduct and the name of their authority

Title	First name	Last name	Name of town, parish or district council

4. Details of the alleged breach

Please explain in this section (or on separate sheets) what the Member has done that you believe breaches the Members' 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 Members' 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 aim to be specific about 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;
- Provide the dates of the alleged incidents. If you cannot provide exact dates it is important to give a general timeframe;
- You should confirm whether there are any witnesses to the alleged conduct and provide their names and contact details if possible; and
- You should provide any relevant background information.

Please provide details of your complaint. Continue on separate sheet if there is not enough space on this form.

5. Previous complaint

To your knowledge has a Code of Conduct complaint about this issue previously been submitted?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If yes, please provide details including reference number.

6. Request to keep identity confidential

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. Your identity will normally be disclosed to the Member concerned unless you have good reason to request the withholding of this information. Such reasons, in exceptional circumstances, might involve one or more of the following:

(Please tick the appropriate box you consider are grounds for keeping your complaint confidential)

<i>Clear risk of physical harm if identity is disclosed</i>	<input type="checkbox"/>
<i>Possible consequence to employment status</i>	<input type="checkbox"/>
<i>Reasonable fear of intimidation or victimisation</i>	<input type="checkbox"/>
<i>Medical condition</i>	<input type="checkbox"/>

The Monitoring Officer will consider the request for identity to be withheld 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 clear details of why you believe we should withhold your name and/or the details of your complaint: (Continue on a separate sheet if there is not enough space on this form).

Where an anonymous complaint is received or the complainant wishes to remain anonymous it will be at the Monitoring Officer's discretion as to whether the complaint proceeds. Consideration will be given to the public interest and whether the complaint can be justified or determined without the complainant's participation.

7. Other Information

Whilst not acknowledging that your complaint is justified and without prejudice, it would help with the assessment of your complaint to know what your desired outcome might be.

Examples of a desired outcome can include:

- Apology
- Further training
- Mediation
- Censure

If you feel able to provide this information please do so in the box below:

8. Confirmation

I confirm that the information contained in this complaint is accurate and true to the best of my knowledge.

Signed:

Dated:

9. How to submit a complaint

Complaints must be submitted either in writing to the Monitoring Officer using the following address:

The Monitoring Officer
North Kesteven District Council,
Council Offices,
Kesteven Street,
Sleaford,
Lincolnshire
NG34 7EF

OR by emailing a completed form to NK-Monitoring@n-kesteven.gov.uk

10. Additional Help

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 let us know as soon as possible.

Alternative Formats

This information can be made available in large print, braille, audio tape, electronic formats such as CD or in a different language. If you would like to make a request, please get in touch with the Democratic Services on 01529 414155.