

APPENDIX A

PROCEDURE – ON RECEIPT OF COMPLAINT BY MONITORING OFFICER (or Deputy)

1. Complaint is received for attention of Jane Hartnell Monitoring Officer,
Chris Barkshire-Jones Deputy
Monitoring Officer
Kirsty Cameron Deputy Monitoring
Officer
2. Complaint must be in writing and signed by complainant – If at this point it is not clear what section of the code is engaged or what is actually being complained about then a phone call or letter seeking clarification will be necessary. Evidence in support of the complaint should be requested
3. Complaint logged onto spreadsheet with unique reference number eg 001/JAN/2013
4. Scan the complaint and any papers in support to member complained of and ask them if they want to speak to an Independent Person. If so note on form and give member contact details.
5. Scan and e-mail complaint and any papers in support to the Independent Person.
The Independent Person will contact the member within 48 hours of being notified.
[NB Mr Spiring is available at all times Mrs Fellows is only available Thursday, Friday, Saturday and Sunday]
[They are happy to discuss with the member by telephone or e-mail. If there were a need for a meeting it would take place at the Town Hall.
Once this has taken place the Independent Person will contact the Monitoring Officer or deputies to give their view. The Monitoring Officer will then make a decision based on discussions with the complainant, member and Independent Person and any other relevant party].
6. Actions to be considered under the Monitoring Officers discretionary powers could be an apology, training, or mediation. If the Monitoring Officer decides that the case needs to proceed further then it is likely that an investigation will need to be carried out and heard at a full Standards hearing.
7. All actions must be recorded on the form available.