

# **Make a complaint against a councillor**

## Your details

**1.** Please provide us with your name and contact details

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| --- | --- |
| **Title:** |       |
| **First name:** |       |
| **Last name:** |       |
| **Address:** |       |
| **Daytime telephone:** |       |
| **Evening telephone:** |       |
| **Mobile telephone:** |       |
| **Email 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 councillor(s) you are complaining about
* the monitoring officer of the council

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 5 of this form.

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

[ ]  Member of the public

[ ]  An elected or co-opted member of an authority

[ ]  An independent member of the standards committee

[ ]  Member of Parliament

[ ]  Local authority monitoring officer

[ ]  Other council officer or authority employee

[ ]  Other

**3.** Please provide us with the name of the councillor(s) you believe have breached the Code of Conduct.

|  |  |
| --- | --- |
| **First Name** | **Last Name** |
|       |       |
|       |       |
|       |       |
|       |       |

**4.** Please explain in this section (or on separate sheets) what the councillor has done that you believe breaches the Code of Conduct. If you are complaining about more than one councillor you should clearly explain what each individual person has done that you believe breaches the 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 be specific, wherever possible, about exactly what you are alleging the councillor said or did. 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 a general timeframe.
* 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.

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| Please provide us with the details of your complaint. Use 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.**

**5.** 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 summary of your complaint unless you have good reason to believe that:

(1) There are reasonable grounds for believing that the complainant will be at risk of physical harm if identity is disclosed.

(2) The complainant is an officer who works closely with the member and is afraid of the consequences to employment or of losing job if identify is disclosed.

(3) The complainant suffers from a serious health condition and there are medical risks associated with identity being disclosed. In such circumstances, medical evidence of the condition may be required.

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. They 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.

Please read the council’s complaints privacy policy at www.norwich.gov.uk/complaintsPN

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.

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| 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 email and fax. 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 let us know as soon as possible, through contact details below.

 **Return the Form to:-**

Leah Mickleborough

 Head of legal and procurement

 Norwich City Council

 City Hall

 NORWICH

 NR2 1NH

 **Please mark envelope confidential**

Email: leahmickleborough@norwich.gov.uk