

COMPLAINTS UPDATE – July 2021 – June 2023

Reference	Subject Member	Complainant	Nature of Complaint	Route	Outcome	Turnaround (working days)	Reparation/ Lessons/Comments
July 2021 – June 2022							
09/2021	Cllr 1	Public	Allegation that Cllr (Chair of meeting) was rude/discourteous during virtual meeting	MO/IP	Recommended informal resolution where code engaged but not breached	29	Cllr agreed to contact complainant and repair relationship damage caused by misunderstanding
10/2021	Cllr 2 & Cllr 3	Public	Lack of response from Ward Cllrs to concerns raised about tree problems	MO/IP	Resolved as a Councillor Enquiry rather than a complaint. Cllr 2 unintentionally failed to deal with the matter – thought had pursued, but confused it with another case. Cllr 3 did not pursue as Ward Cllrs share-out casework	18	Cllr 2 apologised and is happy to take-up the matter. Clear communication between Ward Cllrs is essential so that lacunas don't arise
11/2021	Cllr 4	Public	Wide-ranging complaint about Cllr's alleged lack of support to pursue a contentious Ward matter (Residents' Parking Zones)	MO/IP	Rejected - no breach of the Code. (i) Complainant was chasing Cllr repeatedly and unreasonably over the same issues that they were pursuing through multiple other channels; (ii) perfectly reasonable for Cllrs to secure answers to the issues through expert officers	22	Multiple identical complaints, suggesting coordination by residents.

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12/2021	Cllr 5	Public	Wide-ranging complaint about Cllr's alleged lack of support to pursue a contentious Ward matter (Residents' Parking Zones)	MO/IP	Rejected – no breach of the Code. Failure to attend local protest events is not a breach of the Code.	6	Multiple identical complaints, suggesting coordination by residents.
03/2022	Cllr 6 Cllr 7 Cllr 8	Public	Lack of contact and action from Ward Councillors, and issues with Adult Social Care services	MO/IP + Review	Rejected - No breach of code of conduct. Ward Cllrs share casework so that they don't repeat themselves. Ward Cllr had pursued matters as far as they could go. Corporate Complaints system picked up other issues. Executive Lead Cllrs cannot be expected to intervene in operational casework.	42	Clearer communication may have avoided some of the frustration felt by the complainant
05/2022	Cllr 8 Cllr 10 Cllr 11	Public	Language used in letter by Ward Cllrs to residents regarding Road closure scheme	MO/IP + Review	Informal resolution - Code engaged but not breached. Language used in letter could offend, but any such effect was inadvertent. Cllrs advised send apology to anyone who was offended unintentionally. Agreed with IP would be disproportionate to send a demanded written apology to all residents.	69	Cllrs apologised to those who had complained about letter.

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06/2022	Cllr 12	Public	Allegation of biased and rude behaviour by Cllr at meeting re Road closure scheme	MO/IP	Rejected - No breach of conduct evidenced.	30	Multiple identical complaints, suggesting coordination.
July 2022 – June 2023							
08/2022	Cllr 13	Public	Lack of response and update from Cllr over Housing complaint	MO/IP + Review	Rejected - No breach of conduct evidenced.	13	Interaction between Councillor Enquiry process and Corporate Complaints process. It is reasonable that a Cllr relies on knowledge from one to inform the other.
11/2022	Cllr 14	Public	Cllr calling at complainant's following complaints by neighbours about building works/communal access - homeowner says he felt intimidated	MO/IP	Rejected - No breach of conduct evidenced.	31	
14/2022	Cllr 15	Public	Complaint about Cllr tweet on Social media	MO/IP	Rejected - No breach of conduct evidenced. Reference to	21	

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			relating to Road closure scheme		behaviour of public was not necessarily directed at local residents		
17/2022	Cllr 16	Public	Cllr absent and not performing duties	MO/IP	Rejected - not a misconduct matter, MO possess no power to remove Cllr from office. Law deals with rules on disqualification.	9	Cllr was open about absence and alternative contact methods. Multiple similar complaints received.
21/2022	Cllr 17 Cllr 18	Public	Alleged defensive and aggressive behaviour at public meeting called by the community	MO/IP	Rejected - No breach of conduct evidenced. Cllr 17 was right to challenge an attendee about filming the meeting, and Cllr 18 was not there in their Cllr capacity and so spoke as a community member.	44	
09/2023	Cllr 19	Public	Remarks reported to public meeting alleging that Cllr had criticised a local community facility	MO/IP	Council's member code of conduct is not engaged – Cllr spoke in a private political context to political colleagues. In any event, comment was not unreasonable	19	