

## COMPLAINTS 18/06/16 – 14/11/16

Reference	Subject Member	Complainant	Nature of complaint	Route	Outcome	Turnaround time (days)
2016/07	Cllr. A	Public	Allegation that Chair of decision-making meeting adopted unfair and biased procedure, leading to an unlawful decision	MO and IP	<p>Rejected – complaint discloses no breach or potential breach of the Code of Conduct. No evidence of bias or procedural irregularity or unfairness in chairing of relevant meeting</p> <p>Rejected - complaint is covered by another process (i.e. potential legal challenge to the decision)</p>	25 days
2016/08	Cllr. B	Staff	Unacceptable aspersions cast upon the professionalism of staff through written representations of Cllr	MO and IP	Rejected – No potential breach disclosed. Comments about staff were not addressed to anyone other than an appropriate and small number of senior officers, in accordance with proper protocol.	36 days
2016/10	Cllr. C	Public	Cllr was rude on the phone and threatened to use their influence to the detriment of the organisation at which the complainant worked	MO & IP	<p>Informal resolution - Code engaged and not breached, but where some gesture of reparation would still be in the interests of fairness</p> <p>Impossible to ascertain if allegations substantiated however apology would be</p>	18 days

					appropriate nonetheless for any perceived offence caused. No evidence of threat, but potential likelihood for frustrated telephone conversation.	
2016/11	Cllr D	Councillor	Disrespectful and insulting language used in Council meeting	Ongoing		
2016/15	Cllr E	Councillor	Disrespectful and insulting language used in Council meeting	Ongoing		
2016/16	Cllr F	Councillor	Disrespectful and insulting language used in Council meeting	Ongoing		

\* Where complaint reference numbers appear to be missing this represents the fact that all potential complaints are assigned a reference, however some never develop into actual complaints. Reasons for this vary but most commonly it is the case that a complaint is too vague or imprecise. The Monitoring Officer will seek clarity from the complainant encouraging them to be more specific. However some never reply.